

## Patient Portal Agreement

Northwest Gastroenterology provides patient portal services through MyHealth. The patient portal provides our patients with the following services:

- Request appointments
- Receive information about scheduled appointments
- Request prescription refills
- View your medical records
- Pay bills online
- Send messages to clinical staff
- Receive health maintenance reminders
- Fill out paperwork for faster check-in

To ensure the best use of the patient portal, please read the statements below regarding the use of electronic messaging and use of the patient portal:

- **Do not use the patient portal to communicate or treat medical emergencies. If you have a medical emergency, call a physician, qualified health care provider or 911 immediately.**
- The patient portal is a good tool for communicating with your provider about updates to your health, or asking non-urgent questions, it is not intended to be used for immediate communication. **Reasonable efforts will be made to respond to electronic message inquiries within 72 hours.**
- The patient portal is checked during hours of operation, which are 8:00 a.m. to 5:00 p.m. Monday through Friday. You are encouraged to use the patient portal at any time; however, messages submitted after hours or over holidays are held for us until we return the next business day.
- The patient portal is not intended to provide diagnostic medical services. Your provider or the clinical staff may request that you schedule an appointment if they feel that the matter needs more discussion than what electronic messaging allows.
- Messages sent through the patient portal become a part of your medical record. These messages can be viewed by not only the physician, but the staff members assigned to handle such communications, administrators, and other providers on your care team.
- Electronic communications with inappropriate, disruptive, harassing, threatening and/ or abusive behaviors, as determined by Northwest Gastroenterology Clinic's sole discretion, may result in termination of care.
- Test results and pathology reports are made available to patients through the patient portal immediately, often before your provider sees the results. **Please allow 72 hours for your provider to review your results and provide comments prior to contacting the office for more information.** If there is anything concerning our office will contact you.

I have read, understand, and agree to the provisions of this Patient Portal Agreement Form:

Patient's signature: \_\_\_\_\_ Date: \_\_\_\_\_