



## **PATIENT PORTAL POLICY AND PROCEDURE**

As a service to our patients, Heartland Cardiology offers secure, electronic access to portions of their medical record. As a reminder, all patients must sign the Patient Portal Consent form and agree to the Terms and Conditions in order to use the patient portal.

### **1. General Policies and Procedures**

***DO NOT use the Patient Portal to communicate an emergency or an urgent issue!  
Emergencies should be directed to either an Emergency Room or to 911.***

#### **Proper Subject Matter for the Patient Portal:**

- Lab results, selected consult reports, appointment reminders or requests
- Updates to your demographic information. Please be sure that all information you enter is true, accurate, complete and updated whenever there is a change.

#### **The Patient Portal Offers the Following Functions:**

- View lab reports that have been sent to you
- View the “Health Summary” document
- View a subset of your personal health information (allergies, medications, current problems, appointment history)
- Update your demographic information (i.e., address, phone numbers, etc.)

*NOTE: Communication via the Patient Portal will be included in your permanent medical record*

#### **Privacy:**

- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or as required by law.
- Please view the Notice of Privacy Practices for more information on how private health information is handled by our facility.
- If you have concerns, please contact the Medical Records Department at 316-651-2664.

#### **Response Time:**

- After agreeing to the Patient Portal “Opt-In” document, a welcome email will be sent to you. This will provide a link to the Portal login screen. If you have not received an email from us with three (3) business days, please contact us at 316-686-5300.

## **Medical Advice and Information Disclaimer:**

The Patient Portal may, from time to time, include information posted by Heartland Cardiology in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Heartland Cardiology.

Information within the Patient Portal is NOT intended to be used for medical diagnosis or treatment. The information posted by Heartland Cardiology on the Patient Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual.

You should always seek the advice of your physician with any questions you may have regarding a medical condition, and you should NEVER disregard medical advice or delay in seeking it because of something you may have read on the Patient Portal.

## **2. Patient Portal Guidelines and Security**

### **How our Secure Patient Portal Works:**

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading information or attachments. Secure information is designed to be read only by someone who knows the correct password to log in to the Patient Portal.

### **Availability of the Patient Portal:**

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as possible.

### **How to Participate in our Patient Portal:**

- I. Request access from Heartland Cardiology. To register you must be at least eighteen (18) years of age and have an email address that has been provided to our Patient Registration department.
- II. You must read and sign the Patient Portal Informed Consent form.
- III. Once these steps are complete, you can expect to see a "Welcome" email. A username and password is provided to log-in initially. You will then be prompted to set up your own secure password.
- IV. Proceed to the Patient Portal.

### **Available Functionality on the Patient Portal:**

Homepage: Allows you to view specific components of your medical record.

Health Record: You may view selected information entered into your electronic health record (e.g. allergies, lab reports, medication lists, and visit history, etc.). These are available for your review and to check for accuracy. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 316-260-5870.

Medications: Allows you to view your current and past medications entered by your physician or other clinical staff.

Appointments: Allows you to view your appointment history.

Profile: Contains your demographic information, insurance information and personal contacts. You may also view and request changes to your information.

### **Protecting Your Private Health Information and Risks:**

The Patient Portal is designed to prevent unauthorized parties from being able to access or read information while in transmission by using encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate.

Keeping messages secure depends on two additional factors: (a) the secure message must reach the correct email address, and (b) the authorized individual must be able to get access to it.

Only YOU can make sure these two factors are present. You can do this by:

- Providing your correct email address
- Informing us of any changes to your email address
- Keeping track of who has access to your Patient Portal account, so that only you or someone you have authorized can view your information
- Protecting your Patient Portal login information from anyone whom you do not want to access your Patient Portal account
- Notifying us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

We will not answer questions or send protected health information by regular mail.