



Seminole Sports & Family Medicine, PA
798 Executive Dr.
Oviedo, FL 32765
407-359-8580

Patient Portal User Agreement

PATIENT NAME _____ **PATIENT DOB** _____

PATIENT EMAIL ADDRESS _____

Seminole Sports & Family Medicine, PA provides this site in partnership with e-MDs® electronic health records (EHR) software for the exclusive use of its established patients. The patient portal is designed to enhance patient-physician communications. All users must be established by a previous office visit.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy in your record, we encourage you to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Seminole Sports & Family Medicine, PA at its current physical facility - 798 Executive Dr., Oviedo, FL 32765.

THE PATIENT PORTAL PROVIDES THE FOLLOWING SERVICES:

- Medication refill requests (must be a medication prescribed by a Seminole Sports & Family Medicine, PA provider)
- Communication of laboratory and radiology results from staff to patient.
- Review/update patient's medical summary, medication list, and treatment history.
- Appointment requests.
- Limited communication regarding ongoing treatment.
- Billing questions.
- Referral requests.

PATIENT PORTAL RESTRICTIONS:

- No internet based triage and treatment requests. Diagnosis can only be made and treatment rendered after the patient is seen in the office by a medical provider.
- No emergent communications or services. In an emergency, call 9-1-1, or for an urgent need call the office at 407-359-8580.
- No communications of sensitive subject matter such as mental health, work excuses, HIV/AIDS, etc.
- NO REQUEST FOR NARCOTIC/CONTROLLED MEDICATIONS WILL BE ACCEPTED.
- No requests for refills of a medication not prescribed by a Seminole Sports & Family Medicine, PA provider.

It may take up to 72 hours or 3 business days to receive a response to a request. If you do not receive a response within 72 hours or 3 business days, call the office at 407-359-8580.

At the discretion of Seminole Sports & Family Medicine, PA, if abuse or negligent usage of the patient portal is suspected, we reserve the right to suspend user access or modify services offered through the patient portal.

PROTECTING YOUR PRIVATE HEALTH INFORMATION AND RISKS

The patient portal is provided in partnership with e-MDs®, our EHR software vendor and provider. The data is stored at Seminole Sports & Family Medicine, PA. The data is on a HIPAA compliant VPN with high level encryption. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events cannot occur. To the extent that it is possible, Seminole Sports & Family Medicine, PA has undergone rigorous IT implementation and security standards exceeding industry recommendations.

Please read our HIPAA policy for information regarding how private information (PHI) is used at Seminole Sports & Family Medicine, PA. All new and established patients have signed a HIPAA agreement form and have been given a copy of our HIPAA policy. If you do not recall having signed a HIPAA agreement or need to reacquaint with our HIPAA policy, a printed copy will be provided to you for your review.

You are responsible for ensuring that Seminole Sports & Family Medicine, PA has your current email address and you agree to inform us immediately if it changes. You are to protect your username and password as you would protect your banking information. You are to safeguard this information so that only you or someone you authorize has access to this information. If you believe someone has learned your password, you should notify Seminole Sports & Family Medicine, PA immediately so this can be changed. You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times.

Once you have signed this patient portal consent agreement and have provided Seminole Sports & Family Medicine, PA with a legitimate, secure email address, you will receive an email with instructions on how to set up a username and password. The site may be accessed directly by going to this URL: SSFM.mymedaccess.com

PATIENT ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge that I have read and fully understand this consent form. I have been given risks and benefits of patient portal and agree that I understand the risks associated with online communications between my physician and patient and consent to the conditions outlined herein. I acknowledge that using the patient portal is entirely voluntary and will not impact the quality of care I receive from Seminole Sports & Family Medicine, PA should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered with clarity.

Patient signature

Date