



## Patient Portal Authorization

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In the event you have an emergency please call 911,  
do not use the Patient Portal to communicate an emergency.

### **What is the Patient Portal?**

It is a web based forum that allows for secure communication and transfer of information between the physician and his staff to the patient. When a patient logs into the portal, current data is pulled directly from the clinic's database and is displayed on the web page.

### **Explanation of the Guidelines for use of the Patient Portal.**

Due to patient privacy laws, we do not accept electronic patient communications through traditional email. The Patient Portal provides a secure method of messaging to ensure your privacy is in compliance with Federal and State regulations.

### **After logging into the Portal a patient can:**

- View results of lab and other diagnostic tests
- Schedule, confirm, cancel or reschedule an appointment
- Add an appointment request to a wait list
- Request a medication refill
- View health summary information
- Print or save an electronic copy of your health summary

### **Response time**

We will normally respond to inquiries within 3 business days after receipt. If you have not heard from us, please do not hesitate to call 830-214-0104 to check the status of your request.

### **General Guidelines for Communication**

Please be as concise as possible. If your communication is too complex or has many issues we ask that you come in for an appointment to discuss your concerns and questions that you may have. Remember that all communications will be part of your medical record. The Patient Portal is not designated to replace the face to face encounter. Rather it is designed to supplement those encounters.

### **Portal eligibility**

Current patients, 18 years or older are eligible to access the Patient Portal. A username and password will be provided to each eligible patient that request an access and have signed the Portal Authorization Agreement.



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### **Privacy and Security**

All messages sent to you will be encrypted. Your email address is confidential and protected information. We will protect this information as we do all other medical and personal information. We will not share any information with a third party unless authorized by you or required by law. Similar to phone communications, messages maybe read and addressed by staff other than the physician. When your physician is out of the office, your requests maybe addressed by the medical staff. Access to our network and electronic medical records is password protected. Use of the Patient Portal is extended as a courtesy to allow enhanced communication between our patients and their physician. Abuse of this courtesy will result in our discontinuing electronic communication with you.

### **Getting started**

Read and sign the Patient Portal Authorization Agreement. By signing the agreement you are indicating that you have read and agree to all the policies and procedures contained in this document. Once we have received your signed Patient Portal Authorization Agreement from you and authenticated your identity, we will assign you a username and password. You may request the login information in person or over the telephone during normal business hours.