

Negroski Neurology – Patient Portal Terms of Use / Consent

We offer a secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation.

This form is intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.

Please note that online communications should never be used for emergency communications or urgent requests. These should occur via telephone or using existing emergency communications tools.

Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unanswered online communication was not received.

You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. Negroski Neurology is not responsible for breaches of confidentiality caused by you or an independent third party.

ONLINE COMMUNICATIONS WILL BE USED ONLY FOR LIMITED PURPOSES. ONLINE COMMUNICATIONS CANNOT BE USED FOR EMERGENCIES OR TIME-SENSITIVE MATTERS. IT SHOULD BE USED WITH CAUTION. IF THERE IS OTHER INFORMATION THAT YOU DON'T WANT TRANSMITTED VIA ONLINE COMMUNICATIONS, YOU MUST INFORM YOUR PRACTICE.

PLEASE NOTE THAT ONLINE COMMUNICATIONS SHOULD NEVER BE USED FOR EMERGENCY COMMUNICATIONS OR URGENT REQUESTS. THESE SHOULD OCCUR VIA TELEPHONE OR USING EXISTING EMERGENCY COMMUNICATIONS TOOLS.

MESSAGES:

Please be advised that due to the varying degrees of complexity that messages may involve, please show us grace in our response times as it may not be the same day and may even take up to a week to respond. It is possible that not all questions can be answered through the portal. **NOTE: ANY QUESTION THAT EXCEEDS THE LIMIT IN THE PATIENT PORTAL OR THAT WOULD TAKE LONGER THAN FIVE MINUTES OF THE PROVIDER'S TIME TO RESPOND TO YOUR MESSAGE WILL REQUIRE AN TELEHEALTH APPOINTMENT OR IN-OFFICE APPOINTMENT.** If an appointment is necessary to adequately answer your questions, we will let you know.

RESULTS:

Diagnostic imaging or lab results may be available to your prior to your next scheduled visit. You will be notified if there is an urgent matter to discuss. Otherwise, please withhold any questions regarding results until your next appointment.

CHARGES FOR USING ONLINE COMMUNICATIONS:

We may charge for certain online communications. You will be responsible for payment of these charges if you accept and use any fee-based service. You may choose to contact your insurance carrier to determine if they cover online communications.

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IMPORTANT INFORMATION REGARDING THE PATIENT PORTAL

- 1) Patient Portal use is limited to non-emergency communications. In an emergency, call 911 or go to the nearest emergency room.
- 2) Patients should allow 48 business hours to receive a response from the physician or the staff to any communications and requests. Dependent upon volume, a longer period of time may be required before a response is received.
- 3) **THE PATIENT PORTAL IS NOT A SUBSTITUTION FOR A VISIT WITH YOUR PROVIDER. IT DOES NOT PROVIDE INTERNET BASED DIAGNOSTIC, TRIAGE AND OTHER MEDICAL SERVICES. ALL COMMUNICATIONS VIA THE PATIENT PORTAL WILL BE INCLUDED IN THE CLINICAL RECORDS MAINTAINED BY THE CENTER.**
- 4) Online communication does not replace any of the other ways in which a patient can communicate with Negroski Neurology.
- 5) We does not guarantee that the Patient Portal system will be accessible 24 hours a day, 7 days a week. The System may be unavailable, without prior notice, due to routine maintenance or due to circumstances beyond our control. We may suspend or terminate operation of the Patient Portal without advance notice. Negroski Neurology and its staff shall have no liability or responsibility to anyone who is unable to access the Patient Portal system for any reason.
- 6) Negroski Neurology may dis-enroll any individual from use of the Patient Portal at any time, without prior notice and without cause or for cause in its discretion.