



When patients use the practice patient portal they agree to the following:

- I understand that messages sent via Patient Portal to a healthcare provider may be a billable service.
- Patient Portal messages should only be used to request medical advice for certain non-urgent conditions, prescription questions, test result clarification, a follow-up question based on a recent visit, or to request a referral. Advanced Women's Care tries hard to answer messages in a timely manner. I will allow at least three (3) business days for a response.
- I will **not** use Patient Portal to send messages about medical issues **I think** are sensitive. Team members who are not my healthcare provider or nurses may help answer messages. If I am not comfortable with other people seeing my message, I will not send it. I will make an appointment so I can talk directly with my healthcare provider instead.
- I agree that if I feel that I am unable to appropriately communicate the nature of my condition to my healthcare provider through Patient Portal messaging, I will call or visit my healthcare provider's office.
- I am eligible to send Patient Portal messages if I am an established patient of my healthcare provider, and I have completed an in-person visit with my healthcare provider in the last twenty-four (24) months.
- I consent to receive medical care from my healthcare provider via Patient Portal messaging. The scope of care will be at the sole discretion of my healthcare provider, and I understand that there are limitations to the advice that may be presented via Patient Portal. The healthcare provider may, at any time, advise me to seek care from an in-person healthcare provider if at any time it is determined that my condition may require in-person or telehealth services. I also understand the Patient Portal messages do not take the place of an in-person or telehealth appointment. I understand that if my healthcare provider is unable to address my concern through a Patient Portal message, I may need to schedule an appointment at my healthcare provider's office for an in-person or telehealth visit. I acknowledge that delays in medical evaluation and consultation or treatment may occur due to deficiencies or failures of the equipment used for messaging, or the need to switch from messaging to an in-person visit because my healthcare provider



determines a more in-depth evaluation is required to address my concern, diagnose my condition, or treat my condition.

- I understand that Current Procedural Terminology (CPT) guidance allows for billing of Patient Portal messages when specific conditions are met. These conditions include, but may not be limited to:
 - Messages related to a new condition that has not been discussed previously with my healthcare provider
 - Messages related to a long-term condition not recently addressed
 - Questions **not** related to:
 - Obtaining refills of a currently prescribed medication
 - Obtaining results or clarifying results of recent testing
 - Condition addressed during an appointment within 7 days of the delivery of the Patient Portal message
- Billing for Patient Portal messaging may require the payment of a fee, or a co-payment or patient responsible portion based on the deductible as set out under my health insurance coverage.