

Carson Family Care Center

Patient Portal Policy

Carson Family Care Center provides this site in partnership with e-MDs 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 on your record, you agree to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information. Carson Family Care Center maintains the information on the patient portal at its current physical facility – 1259 S. Pinellas Ave. Tarpon Springs, FL 34689.

Policies and Limitations:

The patient portal is provided as a courtesy to our valued patients. We are focused on providing the highest level of service and health care. However, if abuse or negligent usage of the patient portal persists, we reserve the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered through the patient portal. Also, the following policies and limitations apply:

1. **Do not use portal communication if there is an emergency, please dial 911 or go to the Emergency Room.**
2. No Internet based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and sees a provider.
3. Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted.
4. No request for narcotic pain medication will be accepted through the portal.
5. No request for re-fill medication not currently being treated by our providers.
6. After you agree to the Policy and Procedures and sign the Consent Form, we will attempt to send a “welcome message” email to you. This will provide a link to the Portal login screen. *“If you have not received an email from us within 3 working days, please CALL the office. We will not respond directly to your email. All electronic communications must be through the Patient Portal.”*
7. We will normally respond to non-urgent email inquires within 48 hrs but no later than 3 business days after receipt. *“If you have not received an email from us within 3 working days, please CALL the office.”*

Guidelines and Security

Carson Family Care Center offers secure viewing and communication as a service to our patients who wish to view parts of their records and communicate with our staff. The patient portal is provided in partnership with e-MDs on a HIPAA compliant VPN with high-level encryption that exceeds the HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events cannot occur. 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 HIPAA agreement form or need to reacquaint yourself with our HIPAA policy, a copy can be provided to you for your review. 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. By signing our Consent Form you accept the risks and agree to the conditions of participation. Once this form is agreed to and signed, we will send you an email notification that tells you how to log in for the first time. Please keep this email in a safe place for future reference. Following the instructions on the email, you should be able to login using the user name and password provided. Once logged into the portal, you should go to “My Account” on the top right of the page. Here you can change your user name and password to something only you will know. *This is essential to make sure your information remains secure and private!*

Protecting Your Private Health Information and Risks

While we try and ensure all communication through the portal is secure, keeping it secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it. Only you can make sure these two factors are present. **We need you to make sure we have your correct email address and you MUST inform us if it ever changes.** If you forgot your password please use the “forgot password” option on the portal or call our office. We understand the importance of privacy in regards to your health care and will continue to strive to make all information as confidential as possible. We will never sell or give away any private information, including your email addresses.

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