NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C.

Explanation of and Guidelines for Use of the Patient Portal

Click here to learn how to get started.
Click here to jump to consent form.
Click here to learn how to use the patient portal.

- **We no longer accept any electronic patient communications through traditional email. We have developed this secure method of messaging to further ensure your privacy in compliance with Federal and State regulations.**

- **Do not use email to communicate if there is an emergency or urgent need for communication. Instead, call 911 or call the clinic at (646) 290 9560 immediately. Then press 1 to leave a paging request and message on the emergency line.**

- Proper Subject Matter
  - Prescription refills
  - Brief medical questions
  - Lab results not requiring further interpretation by a physician
  - Appointment reminders or requests
  - Routine follow-up questions
  - Medication refill requests

- Response Time
  - We will normally respond to non-urgent (as all email inquiries should be) email inquires within 24hrs but no later than 5 business days after receipt.
  - If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible.

- General Guidelines for Communication
  - Please be as concise as possible. If your email is too long or contains too many issues or complex issues we will ask you to come in for an appointment to discuss the content of your email and any other questions you may have.
  - Remember that all communications will be part of your medical record.
  - Be sure to include an appropriate subject line such as “Appointment”, “Refill”, etc.
  - Email is not designed to replace the face-to-face encounter. Rather, it is designed to supplement that encounter. Remember, email has significant and inherent communication limitations.

- Current functionality of Patient Portal
  - Email and secure messaging
  - Referral Requests
  - Refill requests (please make sure we have you correct pharmacy information)

    - Viewing and “updating” of health information
    - Viewing and updating your demographic information such as addresses, phone numbers and insurance information
    - You can make suggestions to our health records, medication lists, etc but this will not change your permanent record without our approval to any information provided

- Future functions
    - Instant health questionnaire
    - Viewing and paying account balance
    - Prepayment of co-pays
    - Completing surveys
    - Pre-filling your chart with information to make your visit more efficient and focused.

- As we currently do, all communications will be included in your patient record

- Any current patient of NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C. is eligible to participate in the portal. We will also provide a username and password to a patient who has made an appointment to be seen in the future.

- Privacy and Security
    - All messages sent to you will be encrypted, see informed consent for explanation.
    - Your email address is confidential and protected information. With our best effort we will protect this information as we do your medical and other personal information.
    - We will never purposefully share this information with any third party.
    - Similar to phone communications, messages may be read and addressed by staff other than the physician staff.
    - When your physician is ill or on vacation your emails will be addressed by a covering physician.
    - All access to our internal network and electronic medical records (EMR) is password protected. Our staff are instructed to logoff their workstations when not physically present. Additionally, in compliance with HIPAA guidelines, our EMR automatically logs the user out after a short period of inactivity.

- Use of the portal and other means of electronic communication from you to us is a courtesy we extend to you at a great fiscal and time expense. Abuse of this courtesy will result in a letter stating we will no longer accept electronic communication from you.

Getting Started

In order to receive a username and password for the patient portal you must send us an email to one of the following email addresses:

Amy amy@pelvicpainnewyork.com

The **subject** of the email must be "Portal Access Request"

The **body** must contain your full name, date of birth, and insurance information. Using this information to confirm your identity we will then generate a username and password. When you send this email requesting a username and password, this indicates you have read and agree to all the policies and procedures contained in this document. Additionally, it indicates you have read and agree to the consent form at the end of this document.

Alternatively, you can sign a portal consent form (click here to go to the printable consent form) at your office visit and we will generate a username and password at that time.

After you agree to the "Policy and Procedures" via email or sign the informed consent and have your username and password you can then access the portal. The link to the portal can be found in the middle of our website's homepage.

http://www.pelvicpainnewyork.com

Informed Consent to use Patient Portal

All policies and procedure of NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C. are subject to change at any time and without notice.
Revised: March 1, 2008

Patient Information

Name _____

Email Address _____@_____

Purpose of this Form
NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C. offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. 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 demonstrate 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.

How the Secure Patient Portal Works
A secure web portal is a kind of webpage that uses encryption (a form of electronic security) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the right password or pass-phrase to log in to the portal site. Because the connection channel between your computer and the Web site uses "secure sockets layer" technology you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

How to Participate in our Patient Portal.
You can compose, pick up, and reply to secure messages or view information sent to you through a Web site hosted by our electronic medical records company (www.e-mds.com). Once this form is agreed to (either by identifying email or signed in person) we will provide you a username and password. You can log on to the portal by accessing the portal site via www.pelvicpainnewyork.com

Protecting Your Private Health Information and Risks
This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. No transmission system is perfect. We will do our best to maintain electronic security. However, keeping messages 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 are informed if it ever changes. You also need to keep track of who has access to your email account, so that only you, or someone you authorize, can see the messages you receive from us.

If you pick up secure messages from our web site, you need to keep unauthorized individuals from

learning your password. If you think someone has learned your password, you should promptly go to the Web site and change it.
You agree not to share your user name and password with unauthorized persons and to maintain that username and password in a secure place at all times.

It is our intent to offer this as a free service but we reserve the right to change this policy if needed in the future.

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 and will never sell or give away any private information, including email addresses, without your written consent.

Conditions of Participating in the Patient Portal
Access to this secure web portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service we will notify you as promptly as we reasonably can. You agree to not hold NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C. or any of its staff or physicians liable for network or security infractions beyond their control.

Before you were given this form, we provided you with our policies and procedures for using this web portal. By signing this form (or sending us an identifying email) you acknowledge and that those policies and procedures were explained to you and that you agree to comply with and understand them. If you do not understand, or do not agree to comply with our policies and procedures, do not request a username and password. If you have any questions we will gladly provide more information.

Patient Acknowledgement

Signature_____

Date: _____

How to Use the Patient Portal

1. Request access NY Pelvic Pain and Minimally Invasive Gynecologic Surgery, P.C (see above).
2. Review, sign, and agree to the policies and authorization form you will be provided
3. We will provide you with a username and password. You can login to the portal at the following URL: http://www.gotomyclinic.com/nypelvicpain/Loginform.aspx?CID=14

4. 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!***
After the above is complete- you should be able to use the site!

Available Components:

1. *Messages:* This allows you to send and receive secure email to/from our staff. This may include attachments, pictures, or other information. Use of this is very similar to standard email. Here you can also request a referral, ask billing questions, or even make suggestions on how we can improve the site.

2. *Lab/Test results*: Here you can receive copies of labs/tests done in the office, their results, and any explanations or comments done by your provider. This is a read only area, but if you have questions, you can email us in the messages section

3. *Health Summary:* Here you can view information entered into various parts of your electronic health record. These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. We are going through on a regular basis and updating this with past forms you have filled out in the office. So if it isn't complete, we still have the information but it is not yet entered in a way you can view it through the portal. Here you can also make suggestions/comments on the information added, but it will not be a permanent part of your chart until approved by our staff.

4. *Medications:* Here you can see current and past medications written by our office or entered by our staff. You can also request medication refills here. We can then send your refills in electronically. Please be sure your pharmacy information is updated.

5. *Appointments:* In this section you can view upcoming appointments or see requested appointments.

Our clinic's main website is www.pelvicpainnewyork.com please visit our website frequently for general updates and information.