



Evergreen Medical Group

Providing Individualized Medical Care Since 1996.

Informed Consent to use Evergreen Medical Group Patient Portal

Name _____ DOB: _____

Address _____

Email Address _____

Purpose of this Form

Evergreen Medical Group offers a secure way for our patients 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, therefore, 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.

How the Secure Evergreen Medical Group Patient Portal Works

A secure web portal is a kind of webpage that uses encryption 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 and username to log in to the portal site.

How to participate in Evergreen Medical Group's 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 health records company.
- Once this form is agreed to and signed, we will send you an email notification that tells you how to register for the first time. This notification will give you the URL (internet address) of the Web site where you can log in. By clicking on the URL you will activate your Internet browser, which will open the Web site.
- You will then be able to login using the user name and password provided. Next you will be able to look in your "message box" and see any new or old messages or view other parts of your electronic record.
- 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.

206 South Elmwood Avenue
Buffalo, NY 14201
Phone: (716) 847-0328
Fax: (716) 847-2715
www.evergreenhs.org



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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. *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 a 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.

It is our intent to offer this as a free service, but we reserve the right to change this policy. We will provide adequate notice of any changes.

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 email addresses, without your written consent.

Conditions of Participating in Evergreen Medical Group 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 not to hold Evergreen Medical Group or any of its staff liable for network infractions beyond its control.

Before you were given this form, we provided you with our policies and procedures for using this web portal. We need you to understand and comply with these, and by signing this form below you will acknowledge that they were explained to you and that you agree to comply with them. If you do not understand, or do not agree to comply with our policies and procedures, do not sign the form. If you have any questions we will gladly provide more information.

Patient Acknowledgement

Signature _____

Date _____

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WELCOME to Evergreen Medical Group's Online Access for Patients!

IMPORTANT:

Do NOT use email to communicate in an emergency!

- In an emergency, call **911** or for urgent needs call the clinic at (716) 847-0328 **immediately**

FIRST TIME LOGIN INSTRUCTIONS:

Click on the link in email you received from **Evergreen Medical Group Patient Portal**

Click on **Login** (upper left corner)

Enter your **username** and **password** provided in the Welcome e-mail in the login section

You are now in your **Evergreen Medical Group Patient Portal** patient access

IMPORTANT (SET-UP YOUR SECURITY):

Before you log-out for the first time, you will need to:

- Create your own password (one that you can remember and no one else knows)
- Create your own security question and answer (to recover your password if you can't remember it)

PASSWORD AND SECURITY QUESTION INSTRUCTIONS:

- Click on **My Account** (Upper Right Corner of the page)
- Click on **My Account Maintenance** (along the Left Side of the page)
- **Change/Create Password:** Enter your new (known only to you) password in both password fields
- **Change/Create Security Question:** Enter your own security question and its answer in the appropriate (Examples: color of my first car, my favorite color)
- Click on **Submit Change** button.

When you wish to change your password again, login and follow these same steps.

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All Policies and Procedures are subject to change without notice.

IMPORTANT PATIENT USER INFORMATION

Do NOT use email to communicate in an emergency

- In an emergency, call **911** or for urgent needs call the clinic at (716) 847-0328 **immediately**

Proper subject matter for Evergreen Medical Group Patient Portal communication:

- Prescription refills, medication questions, lab results, appointment reminders or request, routine follow-up questions, etc.
- We do not refill narcotics/stimulants through this site, please contact your pharmacy

Tips and Information for the best experience

- Please be concise - it helps us help you faster!
- For help in accessing and using **Evergreen Medical Group Patient Portal**, our “User’s Guide for **Evergreen Medical Group Patient Portal**” can be found on our website, www.evergreenhs.org
- Because your login is tied directly to your Electronic Health Record in our office, you do not need to enter information such as phone numbers, addresses, UNLESS they are new or different than you have given us before
- All communication **will be included in your patient record**
- Our system will check when messages are viewed, so you do not need to reply that you have read it

Privacy

- All messages sent to you will be encrypted, see informed consent for explanation
- Emails from you to any staff should be through **Evergreen Medical Group Patient Portal** or they are not secure. We will not respond to any emails that were not sent through the secure Patient Portal
- We will keep all email lists confidential and will not share this with other parties
- Other Evergreen Medical Group staff may read your messages or reply in order to help respond to your needs/concerns/questions (similar to how phone communication is handled)

Response time

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- After you agree to the “Policy and Procedures” and sign the informed consent, we will attempt to send a “welcome message” to you. This will provide a link to login (it is free for you to use). We will not be able to communicate via email with you any other way
- We will attempt respond to non-urgent email inquiries within 24hrs but no later than 3 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

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