

# **Policy and Procedures for using the WINTER PARK FAMILY HEALTH CENTER Patient Portal**

## **1. Email usage**

- Do not use the messaging system of the Portal for emergencies or urgent communication. Instead, call 911 (medical emergency) or our clinic at 407-679-9222.

## **2. Proper subject matter of messages**

- Use the subject matters embedded in the system, if possible, like prescription refills, lab results, appointment requests, etc.
- Sensitive subject matter (HIV, mental health, sexual issues) are best discussed in person with your doctor.

- We do not refill narcotics/stimulants through the Patient Portal. Call your pharmacy for refills.

## **3. Be concise in your requests to avoid numerous message exchanges just to clarify your intentions.**

## **4. Current functionality of the Patient Portal includes:**

- Messaging via secure email
- Refill requests. Make sure we have your preferred pharmacy on file.
- Viewing and printing of standardized continuity of health record.
- Viewing and updating of health information (subject to approval by the clinic staff)
- Referral requests
- Instant health questionnaire based on the type of problem you want to see the doctor for.
- Appointment requests either first available or directly into open slots.
- Appointment management: Confirm, cancel or reschedule.
- Lab results: View and print lab results including messages from your doctor.
- Billing: Submit billing questions to our billing staff.
- Various updating functions: Demographics, insurance, medications, email, etc. (subject to approval). These are the current capabilities of our Portal. Not all functions are available as we will phase them in over time.

## **5. ALL patient portal communication will be included in your patient record**

## **6. Our Portal is set up to check your messages when they are viewed, so there is no need to reply that you have read them.**

## **7. Privacy:**

- All messages you send via the Portal will be encrypted (see informed consent which is required).
- Email to our staff should only be via the Portal. Regular email is not secure and inappropriate to communicate with our staff.
- Your email address is not shared with anyone.
- Email sent to doctors will go into their inbox, however, they may be read by other staff members in an effort to support our providers. For very personal matters you should speak to your provider in person.

## **8. Response time:**

- After initial sign-up for the Portal and agreeing to the policy and procedures as well as the informed consent, you will get a welcome message to your email address on file. This message contains your login name and password and a link to our Portal web page.

- While we monitor our messaging system throughout the day, we normally respond to nonurgent email within 24 hours, or the next business day.