

# Chippewa Valley Orthopedics & Sports Medicine Clinic

## Patient Portal Instruction & Informed Consent

**Patient Name:** \_\_\_\_\_

The Patient Portal is a secure web-based system allowing you to communicate with our office and access portions of your medical record. The Patient Portal will require a username and password.

The portal is available at any time for non-urgent issues and allows you to bypass the phone system, communicating with our office at your convenience. The portal allows you to:

- Request or cancel appointments
- Update your demographic (personal) information
- Pose questions to your clinic
- Pay your bill

**By using the Patient Portal, you agree to the following Terms & Conditions:**

- Take steps to keep communications private and confidential including:
  - Update contact information online as soon as it changes
  - Keep your username and password safe and private
  - Avoid communicating through personal emails

When posing questions to the clinic:

- Use is limited to non-urgent communication and requests
- Facilitated communication between appointments will not replace your scheduled clinic appointments
- The portal is not checked on the weekends
- Please allow up to 24 hours or the next business day to respond to communications
- The following agreements and procedures relate to online communications:
  - Copies of all medically important Patient Portal communications will be saved in your electronic medical record
  - Patient Portal communications will be used only for limited purposes and cannot be used for emergencies, highly sensitive medical information, or time sensitive matters
- Risks of Using Online Patient Portal Communications:
  - All medical communications carry some level of risk. While the likelihood of risks is low in our secure environment associated with the Portal you need to be conscious of messages you send from public computers.
    - It is easier for online communications to be forwarded, intercepted, or even changed without your knowledge.
    - It is harder to eliminate online communication due to the existence of backup copies. We use a secure network for the Patient Portal. Employers and online services have a right to inspect and keep online communications transmitted through their system.
    - Online communications are also admissible as evidence in court. Online communications may disrupt or damage your computer if a computer virus is attached.

**Patient Acknowledgement and Agreement** I hereby affirm that I am the patient identified above or legally manage this patient's care. I understand that I may be subject to penalties under law for submitting false or misleading information related to this application to access the portal. By using the "Patient Portal" you acknowledge that you have read and fully understand the Terms & Conditions as described above. You understand the procedures and risks associated with online communications with your healthcare team and you consent to the conditions described. If you decide you do not want to use the portal, please notify us to deactivate your account.

Patient or Parent or Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_