

Patient Portal Policies and Procedures

Cascade Health is pleased to offer a secure Patient Portal. The Patient Portal can be accessed through a smartphone app or through an internet browser to provide a secure, HIPAA compliant, method of communication between the clinic staff and the patient. The Patient Portal is an optional feature that is being provided to our patients at their request. After logging into the Patient Portal using a unique username and password, a patient can conveniently access and review portions of their electronic medical record. Patients will be able to receive notifications about certain procedures, tests, and laboratory results as well as reminders about routine health related issues.

Certain considerations and restrictions apply to the use of the Patient Portal system. They include but are not limited to the following:

Emergencies: In the event of an Emergency, call 911 or go to the nearest emergency room. **The Portal should never be used for any Emergency Communication or for Communicating an Urgent Matter.**

Messages: Messages should be kept brief and as clear as possible. If a message takes a long time to write or respond to, it is probably better done via telephone call.

Records: Correspondence through the Patient Portal become part of the patient's medical record and should pertain to medical related issues only.

Response Times: Although patients can conveniently send messages at any hour of the day, the clinic staff will only address messages during our normal business hours. Messages will be responded to as quickly and as thoroughly as possible. Clinic staff will determine whether a response back to the patient is appropriate through the Patient Portal or with a telephone call.

Security: The patient's Portal Username and Password are used to establish and verify a patient's identity. Anyone who has access to both the username and password will have access to the patient's information on the portal. A patient can change their password at any time via the portal. A patient should not share their username or password with anyone.

Features: Some features on the Portal may not be currently used by our clinic. We make every effort to have the Portal up and running; however, there will be times when the Portal may be unavailable due to maintenance updates or for technical reasons beyond our immediate control.

Misuse: Cascade Health reserves the right to restrict, suspend, disable or terminate access to the Patient Portal for any misuse or abuse of its features.

Do Not Reply: Messages sent from this clinic that are marked with "Do Not Reply" are being sent from a mailbox that is not monitored and that is used solely to send out generic, non secure notifications that there is updated information on the Patient Portal. Patients should not reply directly to these messages.