

# HEALTHQUEST

## Medical Practice

The Health Quest Medical Practice (HQMP) Patient Portal is designed to provide patient access to your protected, personal health record and enhance communication with the office staff and healthcare providers. HQMP provides the Patient Portal in partnership with e-Clinical Works, HQMP's electronic medical record, which provides a secure connection channel between your computer and the HQMP Patient Portal.

The use of the Patient Portal is voluntary and will not impact the quality of services you receive from HQMP if you decline to use it. Also, you may cancel your participation in the Patient Portal at any time by providing written notice to HQMP.

The Patient Portal can provide the following services:

- View clinical visit summary and laboratory and radiology results
- Request a new appointment, referrals for laboratory, radiology or medical consultation and medication refill
- View upcoming appointments
- Review and/or change demographics (i.e., address, phone number) or pharmacy information
- Update forms for medical/surgical history, allergies and immunizations
- Non-emergency and non-urgent communication regarding on-going treatment

If there is information that you do not want posted to your Patient Portal, you need to inform a member of your healthcare team.

**Do not use** the Patient Portal if you have an emergency medical condition or if you have a question or concern that you feel requires immediate attention by the office staff or provider.

- If you have a medical emergency, please call 911.
- If you have a question or concern that you feel requires immediate attention, you must contact the office.

In order to enhance the patient experience and promote shared decision making with your healthcare team, the following outlines roles and responsibilities:

*HQMP's roles and responsibilities include:*

- Monitor and respond to Patient Portal communications within four (4) business days of posting in the Patient Portal. (Please keep in mind that there are offices closed on weekends and major holidays.)
- Given the nature of some test results, determine which results are more appropriate to be handled by a conversation and not electronically

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- Will not diagnose or provide treatment based on patient communication in the Patient Portal. Diagnosis can only be made and treatment provided after you have scheduled an appointment and seen your healthcare professional.
- Suspend or terminate that Patient Portal or features of Patient Portal at any time for any reason without prior notice. If this occurs, you will be notified as promptly as possible.
- Comply with our Notice of Privacy Practices that outlines how HQMP may release your protected, personal health information maintained in the Patient Portal. (If you did not receive a Notice of Privacy Practices, please ask the front office staff for a copy.)
- Take reasonable and appropriate measures to protect the security of all Patient Portal communications.
- Provide you with information on how to access the Patient Portal once you have agreed to the terms and conditions as outlined in this document.

*Your responsibilities include:*

- Use the Patient Portal only to communicate non-emergency or non-urgent matters with the office and healthcare team.
- Understand that information you communicate through the Patient Portal may not be read during regular office hours, when other patients are being seen or when the office is closed.
- If you have not heard back from the office staff or provider within four (4) days after posting in the Patient Portal or within what you consider to be an acceptable time frame, it is your responsibility to follow up by contacting the office via telephone.
- Keep your Patient Portal communication as factual and concise as possible. If we feel that further follow up or clarification is needed, we may request that you schedule an office visit.
- Include how we may contact you in the text of your Patient Portal message.
- Keep us informed of any changes to the email address to which you would like us to send notification messages (i.e., appointment confirmation) via the Patient Portal..
- Protect your Patient Portal user name and password at all times and do not share your Patient Portal user name and password with anyone.
- Be respectful during Patient Portal communication and comply with the terms and conditions outlined in this document. If after being given a warning that your use of the Patient Portal is not meeting agreed upon expectations, your access to the Patient Portal may be stopped, suspended or modified.

If you have any additional questions about the purpose or use of the Patient Portal, please speak to a member of your healthcare team.