

**In the event of an emergency dial 911.
Do not use the Patient Portal.**

What is the Patient Portal?

The Patient Portal is a web-based system that allows for secure communication and transfer of information between Sound Health Care Center and the patient. When a patient logs in to the Portal, current data is pulled directly from the clinic's database and is displayed on the web page. Patient information is NOT stored on the Patient Portal server.

Explanation of and Guidelines for Use of the Patient Portal

Due to patient privacy laws, we do not accept electronic patient communications through traditional email. Our Patient Portal provides a secure method of messaging to ensure your privacy is in compliance with Federal and State regulations.

After logging in to the Portal a patient can:

- Use the messaging function to communicate with clinic staff
- View results of lab and other diagnostic tests
- Schedule, confirm, cancel, or reschedule an appointment
- Add an appointment request to a wait list
- Request a referral or medication refill
- View health summary information and send update requests
- Print or save an electronic copy of health summary

Response Time

Please do not use the Patient Portal for urgent messages. We will normally respond to non-urgent inquiries within 24 hours but no later than 3 business days after receipt. If you have not heard from us within 3 business days, please call the office at (360) 876-2434 to check the status of your request.

If we are unable to access the Patient Portal for any reason we will attempt to have an automatic response inform you of this as soon as possible.

General Guidelines for Communication

Please be as concise as possible. If your communication contains too many issues or complex issues we will ask you to come in for an appointment to

discuss your concerns and questions you may have. Remember that all communications will be part of your medical record.

Include an appropriate subject line such as “Appointment”, “Refill”, etc.

The Patient Portal is not designed to replace the face-to-face encounter. Rather, it is designed to supplement those encounters.

Portal eligibility

Current patients who are at least 18 years of age are eligible to access the Patient Portal. We will provide a username and password to each patient who requests access and has signed our Patient Portal Authorization Agreement.

Privacy and Security

All messages sent to you will be encrypted. Your email address is confidential and protected information. We will protect this information as we do all of your medical and other personal information. We will not purposefully share this information with a third party unless authorized by you or required by law. Similar to phone communications, messages may be read and addressed by staff other than the physician staff. When your physician is out of the office your emails may be addressed by a covering physician. Access to our internal network and electronic medical records (EMR) is password protected. Use of the Patient Portal is extended as a courtesy to allow enhanced communication between our patients and their doctor. Abuse of this courtesy will result in our discontinuing electronic communication with you.

Getting Started

Read and sign the Patient Portal Authorization Agreement. By signing the agreement you are indicating that you have read and agree to all the policies and procedures contained in this document. Once we have received the signed Patient Portal Authorization Agreement from you and have authenticated your identity, we will assign you a username and password. You may request the login information in person or over the telephone.

Patient Portal Authorization Agreement



Name: _____

Email: _____

Purpose of this Form

Sound Health Care Center (SHCC) offers secure electronic access to your medical record and secure electronic communications between our office and you for those patients who wish to participate. Secure messaging can be a valuable communications tool, but certain precautions should be used to minimize risks. In order to manage these risks we have imposed some terms and conditions of participation. Your signature on this form will demonstrate 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 Patient Portal Works

A secure web portal is a webpage that uses encryption (a form of electronic security) 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 or pass-phrase to log in to the Portal site. Using the connection channel between your computer and the Web site, you can read, view, or send information on or from your computer. It is automatically encrypted in transmission between the Web site and your computer.

How to Participate

You may compose, pick up, and reply to secure messages or view information sent to you through the Patient Portal. Once you have reviewed, agreed to, and signed our policies and procedures regarding use of the Patient Portal, we will assign you a username and password. You may then login to the Patient Portal through our website at www.soundhcc.com or directly by going to www.gotomyclinic.com/soundhcc.

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, no transmission system is perfect. We will do our best to maintain electronic security. 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 have

access to it. You are responsible for ensuring that we have your current email address and you agree to inform us immediately if it changes. Protect your username and password information as you would protect your banking information. Safeguard this information so that only you or someone you authorize has access to this information.

If you believe someone has learned your password, you should immediately go to the Web site and change it. You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times. Access to the Patient Portal is a free service but we reserve the right to change this policy if needed. We strive to keep all of your protected health care information completely confidential. Please read our Notice of Privacy Practices for additional information on uses and disclosures.

Conditions of Participating in the Patient Portal

Access to the secure web portal is a service, and we may suspend or discontinue it at any time and for any reason. If we do suspend or discontinue this service we will notify you as promptly as we reasonably can. You agree to not hold Sound Health Care Center or any of its staff or physicians liable for network or security infractions beyond their control. By signing this agreement, you acknowledge that you understand the policies and procedure, agree to comply with them and all of your questions have been answered to your satisfaction. If you do not understand, or do not agree to comply with our policies and procedures, do not sign this agreement and do not request a username and password.

If you have questions we will gladly provide more information.

Patient Acknowledgement

Signature: _____

Date: _____

For Office Use Only	
I have authenticated the identity of the person named on this authorization form:	
<input type="checkbox"/> Picture ID	<input type="checkbox"/> Person known to me
<input type="checkbox"/> Other (specify) _____	
_____	_____
Employee Signature	Date