



## **Online Communications Informed Consent**

**The Shield Medical Group Patient Portal is not used to report symptoms.**

**If you are having a medical emergency, please dial 911 immediately.**

This form must be filled out in full before Portal access will be granted.

We will contact you via email or phone number with your log-in information after the form is submitted.

**You agree to take steps to keep your online communications to and from me confidential including:**

- Do not store messages on your employer-provided computer; otherwise, personal information could be accessible or owned by your employer.
- Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private.
- Do not allow other individuals or other third parties access to the computer(s) upon which you store medical communications.
- Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties.

Withdrawal of this Informed Consent must be done by written online communications or in writing to our office.

### **Charges for Using Online Communications**

Shield Medical Group may charge for certain online communications. You will be informed in advance when/if these charges apply and you will be responsible for payment of these charges if you accept and use any fee-based service. You may choose to contact your insurance carrier to determine if they cover online communications.

### **Conditions of Using Online Communications**

The following agreements and procedures relate to online communications:

- Shield Medical Group will keep a copy of all medically important online

communications in your medical record.

- You should print or store (on a computer or storage device owned and controlled by you) a copy of all online communications that are important to you.
- Shield Medical Group will not forward online communications with you to third parties except as authorized or required by law.
- Online communications will be used only for limited purposes. Online communications cannot be used for emergencies or time-sensitive matters. It should be used with caution. If there is other information that you do not want transmitted via online communications, please notify our office. Shield Medical Group cannot be held responsible.

Please note that online communications should never be used for emergency communications or urgent requests. These should occur via telephone or using existing emergency communications tools.

- Shield Medical Group is not liable for improper disclosure of confidential information.
- Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unanswered online communication was not received.
- You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. Shield Medical Group is not responsible for breaches of confidentiality caused by you or an independent third party.
- Shield Medical Group will not engage in any illegal online communications, including illegally practicing medicine across state lines.

### **Access to Online Communications**

The following pertains to access to and use of online communications:

- Online communications does not decrease or diminish any of the other ways in which you can communicate with your provider. It is an additional option and not a replacement.
- Shield Medical Group may stop providing online communications with you or change the services provided online at any time without prior notification to you.

### **Risks of Using Online Communications**

All medical communications carry some level of risk. While the likelihood of risks associated with the use of online communications, particularly in a secure environment, is substantially reduced, the risks are nonetheless real and very important to understand. It is very important that you consider these risks each time you plan to communicate with Shield Medical Group, and communicate in such a fashion as to mitigate the potential for any of these risks.

These risks include but are not limited to:

- Online communications may travel much further than you planned. It is easier for

online communications to be forwarded, intercepted, or even changed without your knowledge.

- Online communication is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get your medical records.
- It is harder to get rid of an online communication. Backup copies may exist on a computer or in cyberspace, even after you have deleted your copies.
- Online communication is not private simply because it relates to your own medical information. Use a secure network to avoid using standard e-mail or e-mail systems provided by employers. 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.

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**I acknowledge that I have read and fully understand this consent form. I understand the risks associated with online communications between my physician and me, and consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician may impose to communicate with patients via online communications. I have had a chance to ask any questions that I had and to receive answers. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered and I understand and concur with the information provided in the answers.**

I Agree

Signature \_\_\_\_\_

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Date \_\_\_\_\_

**Contact Information**

Please enter your email address or phone number so that we may contact you with your Portal log-in information.

Email \_\_\_\_\_

Phone \_\_\_\_\_