

Portal Use Consent



Maryland Endocrine PA offers access free of charge and encourages use of a patient portal. Please refer to the below sections regarding use of a patient portal. A third party vendor, Healow, manages the Maryland Endocrine PA patient portal. Healow follows Health Insurance Portability and Accountability Act guidelines for securing your important information. However, without proper security steps your data could still become compromised, please see the below for more.

Patient Portal - Consent

Maryland Endocrine PA offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This notice's intention is to show that you are 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 type of webpage that uses encryption to keep unauthorized persons from reading communications, information, or attachments. Someone who knows the right password or pass-phrase to log in to the portal site can read secure messages and information. Because the connection channel between your computer and the website uses secure sockets layer technology you can read or view information on your computer, but it is still encrypted in transmission between the website and your computer. Ensure that when connecting to the patient portal the web address is in https:// format.

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, keeping messages secure depends on two additional factors:

- 1) The secure message must reach the correct email address
- 2) Only the correct individual (or someone authorized by that individual) must be able to have access to the message.
 - a. Proxy account access is available at request of the patient by signed consent.

Only you can make sure these two factors are present. It is imperative that our practice has your correct e-mail address and that you inform us of any changes to your e-mail address. You are responsible for protecting yourself from unauthorized individuals learning your password. If you think someone has learned your password, you should promptly go to the website and change it. If you have completely lost access, you can call the practice to disable your account access after identity verification.

Types of Online Communication/Messaging:

Online communications should never be used for emergency communications or urgent requests. If you have an emergency immediately, dial 911. Maryland Endocrine PA strives to address all messages within the same business day, but may take up to three business days to process. Depending on the message, you may not receive a response until the issue is resolved.

Patient Acknowledgement and Agreement:

I acknowledge that I have read and fully understand this consent form and the Policies and Procedures regarding the Patient Portal. I understand the risks associated with online communications between my physician's office 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's office may impose to communicate with patients via online communications. I understand and agree with the information that I have been provided and am aware I may refuse to disclose my email address. I am aware that I may revoke access to the patient portal at any time either in writing or in person.