

**Lancaster Medical  
Patient Portal User Agreement**

**YOU MUST CALL THE OFFICE IF YOU/THE PATIENT NEED(S) MEDICAL ADVICE, IF YOUR/  
THE PATIENT'S CONDITION IS WORSENING, OR IF YOU BELIEVE YOU/THE PATIENT  
NEED(S) TO BE SEEN BY A PHYSICIAN.**

**YOU MAY REACH OUR OFFICE:**

During office hours (8:00 a.m. to 5:00 p.m. weekdays) at 716-608-7040

After office hours, on weekends and holidays at 716-608-7040

You have requested the opportunity to use Lancaster Medical's Patient Portal, which will allow you limited access to your/the patient's medical record. Our Patient Portal policy includes a number of specific guidelines that you will be expected to follow. Failure to adhere to these guidelines may result in termination of your Patient Portal privileges. If you have any questions about these guidelines, please feel free to contact us at 716-608-7040.

The Portal is limited to NON-EMERGENCY communications and requests that primarily involve review of laboratory results and records, prescription refill requests, appointment requests, and non-urgent messages.

**The Portal contains several different functions that you may use, including but not limited to:**

1. Update Demographic Information: change address, telephone number, insurance information, e-mail address.
2. Appointments: Request, cancel and/or reschedule appointments.
3. Medications: View and update your/the patient's medication list, request refills and change your/the patient's pharmacy of record.
4. Allergies: Add and/or delete allergies to medications and/or food, including prescription, over-the-counter and herbal supplements.
5. History: Enter, review and edit your/the patient's past medical, social and family history.
6. Chart: Create a Continuity of Care Document or Health Summary (summary of certain information contained in your/the patient's medical record, including but not limited to: laboratory results, immunizations, and vital signs.)
7. Laboratory results: Review your/the patient's laboratory test results.
8. Account: Make changes and additions to your/the patient's personal information, including, but not limited to: your address, telephone number, and insurance information.
9. Messages: Send and receive secure NON-URGENT e-mail and messages. View a record of communication carried out through the Patient Portal.
  - a. All e-mail messages sent to our staff must be sent via the Patient Portal rather than to our main mail address.
10. Only those messages sent via the Patient Portal are secure.
  - b. When sending an e-mail, remember to be concise.
  - c. When you have received and read a message from our office, you do not need to notify us that you received the message, unless you have a question or need further information.

**When Not to Use the Patient Portal**

1. When you have an EMERGENCY- please call 9-1-1. A medical emergency is an event that you reasonably believe threatens your or someone else's life or limb in such a manner that immediate medical care is needed to prevent death or serious impairment of health. A medical emergency includes severe pain, bad injury, a serious illness, or a medical condition that is quickly getting much worse. You should call 9-1-1 if the answer is YES to any one of these questions:

- Is the condition life or limb threatening?
- Could the condition worsen quickly on the way to the hospital?
- If you move the victim, will it cause further injury?
- Does the person need skills or equipment that paramedics or EMT's carry right away?
- Would distance or traffic cause a delay in getting the person to the hospital?

**Call 9-1-1 if you are experiencing any of the following:**

Severe difficulty breathing, especially that does not improve with rest.  
Chest pain  
A fast heartbeat (more than 120-150) at rest especially if associated with shortness of breath or feeling faint  
You witness someone faint/pass out or someone is unresponsive (comatose)  
Difficulty speaking, numbness, or weakness of any part of the body  
Sudden dizziness, weakness or mental changes (confusion, very odd behavior, difficulty walking)  
Sudden blindness or vision changes  
Heavy bleeding from your mouth, nose, vagina or bottom  
Bleeding from any wound that won't stop with direct pressure  
Broken bones visible through an open wound, or a broken leg  
Drowning  
Choking  
Severe burns  
Allergic reaction, especially if there is any difficulty breathing  
Extremely hot or cold  
Poisoning or drug overdose  
New severe headache  
Sudden intense severe pain  
Someone is threatening to hurt or kill themselves or someone else

2. Requests for refills for controlled substances (pain medication) through the Patient Portal will not be honored.
3. Diagnosis and treatment requests will not be honored. You must make an appointment for you/the patient to be seen by a provider.
4. If you/the patient have/has an urgent problem, you should either call 911 or go to either Urgent Care or the nearest Emergency Department.
5. No sensitive information will be sent via the Patient Portal. Such information includes, but is not limited to: HIV-related treatment, mental health treatment records, and substance abuse inpatient or outpatient treatment records. Further, no work excuses will be provided via the Patient Portal.

**How to Use the Portal:**

- See Portal Guidelines on <http://www.lancaster-medical.com>

**Response to Patient Portal Messages:**

1. Messages sent via the Portal are not checked after office hours (8:00 a.m. to 5:00 p.m., Monday through Friday), on weekends or on holidays when our office is closed. You may use the Patient Portal at any time, but all messages received after hours are held until the next business day.
2. The office expects to respond to patient communications and requests via the Portal within 72 hours. However, response time may be longer if operation of the Patient Portal is interrupted due to maintenance, upgrades or emergency repairs related to events beyond our control.
3. If the Patient Portal will be suspended or terminated at any time, we will notify you as soon as possible. We will also attempt to have an automatic response to advise you that the Portal is unavailable. If you need to make, cancel or reschedule an appointment; or relay information to your/the patient's provider, please call the office during business hours at 716-608-7040.

**Confidentiality:**

1. All of the information related to patient care and treatment that you provide to us, and any information that we provide to you through the Patient Portal is considered part of your/the patient's permanent medical record.
2. Every time you log on to the Patient Portal, you must enter your login name and password, verify the image that you have selected and answer the security question you chose. Do not share your username and password with anyone.

3. Similar to telephone communications, messages may be read and addressed by staff other than the physician staff. When your/the patient's physician is out of the office, your E-mails may be addressed by a covering physician.
4. All messages sent to you will be encrypted (converted to non-readable text that can only be read by the intended recipient).
5. E-mails from you to any of our staff should only be sent through the Portal, since regular e-mail is not secure. We will not send ANY private health information to your home or work e-mail address(es).
6. The information you provide will not be released to anyone without your express written permission, except as permitted or required by law.
7. We will keep all e-mail lists confidential and will not share these lists with anyone.

**Questions:**

If you have questions or concerns about the Patient Portal, or if you are having difficulty in logging on to the Portal, please call our office during regular business hours at 716-608-7040.

Patient/Parent/Guardian:

Date/Time

Relationship to Patient:

Date/Time

\* The signature of the patient must be obtained unless the patient is a minor unable to give consent or otherwise lacks capacity.