

Lancaster Medical
Guidelines for Use of Patient Portal

YOU MUST CALL THE OFFICE IF YOU NEED MEDICAL ADVICE, IF YOUR CONDITION IS WORSENING, OR IF YOU BELIEVE YOU NEED TO BE SEEN BY A PHYSICIAN.
YOU MAY REACH OUR OFFICE:

During office hours (7:30 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 the Lancaster Medical Patient Portal, which will allow you limited access to your 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.

Use of 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. Medications: View your medication list, request refills and change your pharmacy of record.
2. Allergies: Add and/or delete allergies to medications and/or food, including prescription, over-the-counter and herbal supplements.
3. History: Enter, review and edit your past medical, social and family history.
4. Chart: Create a summary of certain information contained in your medical record, including but not limited to: laboratory results, immunizations, and vital signs.
5. Account: Make changes and additions to your personal information, including, but not limited to: your address, telephone number, insurance information and pharmacy of record.
6. Messages: View a record of communication carried out through the Patient Portal.

How to Use the Portal:

1. Opening your account:

The first time you use the Patient Portal, you will be asked to:

- a. Create a login name and password.
- b. Select an image to verify
- c. Select and answer a security question, such as the name of your first pet.
- d. Enter the account activation code that was provided to you by our office.

2. Log In:

Since your log-in is tied directly to your Electronic Health Record in our office, you do not need to enter information such as telephone numbers, address, or insurance UNLESS they are new or different than you have given us before. All communication will be permanently included in your patient record. Our system will check when messages are viewed, so there is no need to reply to us when you have read a message that we sent out.

3. Response to Patient Portal Messages:

1. Messages sent via the Portal are not checked after office hours, on weekends or on holidays when our office is closed.
2. The office expects to respond to patient communications and requests via the Portal within 72 hours.
3. If we are unable to access e-mail for any reason, we will attempt to have an automatic response inform you of this as soon as possible.

4. 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 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.
3. The information you provide will not be released to anyone without your express written permission, except as permitted or required by law.
4. Similar to telephone communications, messages may be read and addressed by staff other than the physician staff. When your physician is out of the office, your E-mails may be addressed by a covering physician.
5. Do not share your username and password with anyone.
6. All messages sent to you will be encrypted (converted to non-readable text that can only be read by the intended recipient).
7. 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).
8. We will keep all e-mail lists confidential and will not share these lists with anyone.
9. All communication will be included in your permanent health record.