



## PATIENT PORTAL USE POLICY

Welcome to our Patient Portal. This tool is designed to enhance your care by providing easy access to your health information. To ensure the best experience, please follow these guidelines:

### 1. Appropriate Use of the Portal

The portal is for non-urgent, routine administrative and clinical tasks only. This includes:

- Requesting prescription refills.
- Viewing lab or imaging results.
- Checking your upcoming appointment dates.
- Brief follow-up questions regarding a recent visit.
- Make a payment towards current statement balance.
- Viewing Educational materials.
- Syncing Health App data (Apple Health, FitBit, BP Monitors, etc...)

### 2. Response Times

Our medical office staff reviews portal messages during standard business hours. We will respond within 1-2 business days. If you do not hear from us within this timeframe, please call the office directly.

### 3. Urgent Concerns & Emergencies

Never use the portal for urgent medical issues or emergencies. If you are experiencing a medical emergency, chest pain, or a severe allergic reaction, call 911 immediately. For urgent concerns during business hours that require a same-day response, please call our office.

### 4. Complex Questions & New Symptoms

If you have a new medical symptom or a complex question regarding your treatment plan, it cannot be safely addressed via the portal. We will ask you to schedule a telehealth or in-person appointment to ensure you receive a thorough evaluation.

### 5. Mental Health & Reassurance

While we are here to support your overall well-being, the portal is not a counseling service. If you are experiencing high levels of anxiety, panic, or emotional distress, please use your established Crisis Action Plan or schedule a dedicated visit so we can provide the proper clinical attention.

### 6. Professional Boundaries

To maintain the quality of our records, please keep messages brief and focused on one topic. Excessive messaging or non-medical communication may result in discharge from the practice.