



SACO RIVER MEDICAL GROUP

Patient Portal, WebView, Authorization Form

Purpose of this form:

WebView Patient Portal, at Saco River Medical Group is designed to improve physician and patient communication. Once you are registered as a patient and have provided us with your secure email you will be assigned a username and password. After you register with our Patient Portal you will be able to view/print the following:

- Vital signs
- Allergies
- Major Problems
- Current Medications
- Letters
- Appointments
- Health Maintenance
- Lab Results
- X-rays
- Request medication refills

You will also be able to request an appointment with your primary care provider, PCP only. Requests are subject to the selection of your PCP. We also ask when requesting an appointment you indicate in the notes section where you would like to be seen – Conway or Glen. Please refer to our website, www.sacodocs.com under Meet Our Team for your PCP's weekly schedule.

Our portal is still in the development stage however it currently allows our patients to view the above sections of their health record.

The following will **NOT** be accepted through our Patient Portal:

- Receiving advice on the best course of treatment for a new medical problem.

Online communication should never be used for life threatening, emergency communications or urgent requests you should contact 911 or your physician via telephone.

WebView Patient Portal may be accessed by:

Our website: www.sacodocs.com

You will receive a welcome email from **webview.emds.com**.

Your user name is _____

your one time password is _____

you will then be prompted to create your own password.

If you have any trouble signing in please call 603-447-3500

Reminders for WebView:

- You will have 3 failed log in attempts before the account is locked
- If you forget your password you may request another one through WebView Patient Portal by clicking on the "Forgot Password" link.
- After you are finished accessing WebView Patient Portal be sure to logout and close your browser. This reduces the risk of someone else accessing your private information.
- Avoid using a public computer to access your WebView Patient Portal account.
- WebView Patient Portal is provided as a courtesy service for our patients. There is no service fee. Our hours of operation are 8:00am-4:30pm Monday-Friday for Primary Care. We encourage you to use the web site at any time; however messages are held for us until we return the next business day. Messages are typically handled within 3 business days.
- If your doctor is out of the office, your request may be held until your doctor returns to the office.
- Please be aware that if you send an e-mail, it may be shared with the SRMG staff that assists the physician in providing the patient's medical care.
- We reserve the right to suspend or terminate your access to WebView at any time for any reason.

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. Secure messages and information can only be read by someone who knows the right password or pass-phrase to log in to the portal site. 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.

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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. No transmission system is perfect. We will do our best to maintain electronic security. However, keeping messages secure depends on two additional factors:

- 1) The secure message must reach the correct email address, and
- 2) Only the correct individual (or someone authorized by that individual) must be able to have access to the message.

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 also need to keep track of who has access to your email account so that only you or someone you authorize can see the messages you receive from us. 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.

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 that appears at log in. 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, including the Policies and Procedures set forth in the log in screen, as well as any other instructions that my physician may impose to communicate with patients via online communications. I understand and agree with the information that I have been provided.

Secure Email Address: _____

Patient Name _____ DOB _____

Security Question: What is your mother's maiden name?

Answer: _____

Patient/Guardian Signature _____ Date: _____

Complete the following if the email does not belong to the patient: Please note: Due to legally binding privacy rules covering patients between the age of 12 and 17, WebView access will only be provided for patients younger than 12 and older than 17. Access already granted prior to a patient's 12th birthday will be disabled at that point. Record requests will still be accepted and processed on paper for these patients. This complies with N.H. State Law pursuant to RSA 318-B:12-a and RSA 141-C:18, which gives children certain rights with regard to their health information.

Name of Parent/Guardian requesting access: _____

Relationship to the Patient _____