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PATIENT PORTAL POLICY & PROCEDURES

The Patient Portal is a secure web portal that allows you as a patient to access medical records including medications, lab results, and medical history via the Internet. It also allows you communicate with our office via secure messaging.

Proper Subject Matter:

- Prescription refills, medical questions, lab results, billing questions, or routine follow questions, etc....
- Sensitive subject matter (HIV, mental health, work excuse, etc.) is not permitted.
- We DO NOT refill narcotics/controlled substances thorough the portal.**
- Please be concise when typing a message.

Current Functionality of Patient Portal:

- Email and secure messaging for non-urgent needs.
- Refill request (please make sure you have your correct pharmacy information).
- Viewing of lab results that have been sent to you.
- Viewing and printing of “continuity of health record.”
- Viewing and “updating” of health information.
- Viewing of selected health information (allergies, medications, current problems, past medical history) * *Note- you can make changes/additions to your health records, medication lists, etc. but this will not change your permanent record without our review of the information.*
- Appointment request
- Billing questions
- Update your demographic information (i.e. address, phone #, insurance)

All communication via Patient Portal will be included in your permanent patient records

Privacy:

- ❑ All message sent to you will be encrypted
- ❑ Emails from you to any staff should be through this portal or they are not secure
- ❑ We will keep all emails list confidential and will not share this with other parties
- ❑ Our system will check when messages are viewed, so you do not need to reply that you have read it.
- ❑ We reserve the right to suspend or terminate the patient portal at any time for any reason

Response Time:

- ❑ After you agree to the “Policy and Procedures” and sign the Consent Form, we will attempt to send a “welcome message” email to you. This will provide a link to the portal login in screen. [If you have not received an email from us within 3 working days, please call the office .]
- ❑ **Note – we will not respond directly to your email. All communication occurs through the Patient Portal instead.*
- ❑ We will normally respond to non-urgent email inquires within 24hours but no later than 3 business days after receipt.
- ❑ If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible.
- ❑ **PLEASE DO NOT USE THE PORTOL FOR EMERGENCIES**