

## **Patient Portal Terms and Conditions of Use**

### **What is a Patient Portal?**

Pediatrics for You is pleased to offer patient portal in partnership with e-MDs for the exclusive use of its established patients. Our patient portal is called Happy Kids Portal (referred to as portal). E-MDs is a leading provider of electronic health records and practice management software. The secure web portal is a way to view personal appointment and health information and to communicate with staff. This information is encrypted and is available only to you by using your own personal password protected portal website. Some of the features offered with this service include:

- Request appointments and view reminders for already scheduled appointments
- View and update health summary information on your child's electronic chart
- View lab results
- View and update demographic /insurance information
- Request medication refills for existing prescriptions
- Other communications made available by Pediatrics for You in future

### **It is a Partnership**

The patient portal is designed to enhance patient-provider communications in a safe manner. We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Further, by using the patient portal, the user agrees to provide factual, correct and clear information.

Your portal message is shared with clinic staff that assists in providing your service. Please do not send confidential information in portal messages. We intend to respond to all messages within one working day, Monday to Friday during clinic hours only, but not later than 2 business days after receipt of the message. If you have not heard from us within 2 business days, please call the office at 509-572-2201 to check the status of your request.

### **The Patient Portal is NOT intended for Internet Doctor Visits:**

- No diagnosis or treatment is offered via the patient portal. Diagnosis and treatment can only be offered after the patient is seen by a provider in the clinic.
- **Do not use portal communication if there is an emergency. Please dial 911 or go to the nearest emergency room.**

**Pediatrics for You, PLLC**  
**6802 W Rio Grande Ave., Ste 1, Kennewick, WA99336**  
**P: 509-572-2201**  
**www.pediatricsforyou.com**

- Please contact our office by phone for urgent questions.

### **Conditions of Participation in the Patient Portal:**

Access to this web portal is an optional service that we provide at our additional expense. We currently do no charge for this service. We reserve the right to charge the user for this service in future if needed.

Portal can be accessed through the link on our clinic website [pediatricsforyou.com](http://pediatricsforyou.com) or from <https://healthportalsite.com/pedsforyou>. By accessing the portal in any way through any internet enabled site, you agree to the terms and conditions of use in this agreement. A copy of the portal agreement is available on the portal page of our clinic website.

If your child's provider determines that child be evaluated in person in response to any kind of portal communication, we will advise you to make an in-person appointment and notify you accordingly.

Access to portal may be revoked or modified at our discretion if this privilege is abused in any way. We reserve the right to revoke access at any time for any reason.

Health information available through patient portal is for your review only and is not a substitute for medical records maintained by Pediatrics for You. If you are moving or transferring care, a copy of medical record for your child should be requested from our office.

### **Proxy Access to Patient Portal:**

Due to Washington State and federal laws, access to your child's portal varies based on the age of the child and the nature of health care information. As a parent or legal custodian, you can request a proxy access to patient portal for your child under the age of 12 years. You must agree to terms and conditions of using the patient portal before accessing the portal. Your access to your child's portal account will automatically be removed when your child reaches age of 12 years. Only one portal access account per child is allowed.

However, as a parent or a legal custodian, you can request for a proxy access to your child's portal account for your child between the ages of 12 and 17 (inclusive), after your child signs the authorization in our office. All **access to your child's portal account will be removed automatically at age 18 years.**

### **Security and Confidentiality**

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We will never sell/trade/abuse your e-mail address. . The portal data is on HIPPA compliant VPN tunnel with high level encryption. VPN tunnel is provided by eMDs. We also have administrative, physical and technical safeguards in place to protect against the unauthorized access to your protected health information. A copy of the HIPPA policy can be requested from our office.

While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events cannot occur. Pediatrics for You is not responsible if you are not able to access the portal for any reason including but not limited to technical reasons. We also think it is important for you to protect privacy on your end. It is your responsibility to protect the confidentiality of your email, portal username and password

- You must notify the office of any changes in the email addresses or other circumstances that would affect your access to patient portal or access others may have to your health information.
- You should remember to log out and close the browser when you are finished accessing your personal information.
- Our office does NOT advise you to use a public computer to access the patient portal.
- You can access the portal day or night, but correspondence will only be addressed during normal business hours as indicated above.

### **Disclaimer**

Pediatrics for You will attempt to provide patient portal without interruption, but access is provided on an "as is available" basis. Pediatrics for You does not guarantee that you will be able to access patient portal at any time of your choosing. Pediatrics for You cannot guarantee that your portal use will be error free. Should you have cause to believe that your information on patient portal is not accurate or that there is an error with patient portal, please contact our office immediately.

You agree that Pediatrics for You takes no responsibility for and disclaims any and all liability arising from any inaccuracies or defects in the information, software, communication line, internet or your internet service provider (ISP), computer hardware or software, or any other service or device that you use to access patient portal. Additionally, you are responsible for printing copies of your information if you want to have the information available in the event that patient portal is unavailable.

Pediatrics for You may modify these terms and conditions, other terms and materials referenced in this document, Patient Portal, or the content of the Patient Portal website at any time. For this reason, you should review these terms and conditions on the website periodically.

The services and content of Patient Portal are provided solely for your use to improve health care. Republication, distribution or use of Patient Portal information in any other way is inconsistent with the terms and conditions described herein and are strictly prohibited.

### **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 and those that appear at login. I understand the risks associated with online communications. I understand that that the patient portal is an optional service and Pediatrics for You reserves the right to suspend or terminate it at any time and for any reason. I understand and agree with the information that I have been provided.

Child's Name & DOB:

Parents' Name & Relation:

Parents' email address:

Parent's signature/Date:

**For Patients 12 years and older:** choose one option below

1. I authorize my parent, named above to access and use the Portal containing all my health care information within the terms and conditions of this agreement as specified above.
2. I elect to have my own personal access to the portal

Patient's signature/Date: