



West Horizon Medical Center

395 N. Silverbell Rd, Suite 245 Tucson AZ 85745

Tel: (520) 622-7675 Fax: (520) 628-1024

Patient Portal Policy and Procedures

*DO NOT use Portal to communicate if there is an emergency
DO NOT use Portal to communicate about your Current Pregnancy
Policies and Procedures are subject to change without notice*

Proper Subject Matter:

- Prescription refills, medical questions, lab results, appointment reminders or requests, routine follow-up questions, etc.
- Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted.
- We do not refill narcotics/stimulants through this site.
- Please be concise when typing a message.

Current functionality of Patient Portal:

- Email and secure messaging for non-urgent needs.
- Refill requests (please make sure we have your correct pharmacy information).
- Viewing of lab results that have been sent to you.
- Viewing and printing of "Patient 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.*
- Viewing and printing of Patient Education literature from Healthwise knowledge base.
- Referral Requests
- Appointment requests
- Update your demographic information (i.e. address, phone number, insurance).
- Other functions are in development to allow easier access.
- ***All communication via Patient Portal will be included in your permanent patient record***

Privacy:

- All messages sent to you will be encrypted, see Patient Portal Information for explanation
- Messages from you to any staff should be through this portal or they are not secure
- We will keep all email lists confidential and will not share this with other parties
- Any of our staff may read your messages or reply in order to help the Clinician that has been emailed. **(Similar to how phone communication is handled)*
- Our system will check when messages are viewed, so you do not need to reply that you have read it.

Response Time:

- After you agree to the West Horizon Medical Center Consent Form, you will be granted access to the patient portal
- **Note -we will not respond directly to your email. All communication occurs through the Patient Portal messages instead.*
- We will normally respond to non-urgent email inquires within 24hrs but no later than 3 business days after receipt.



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Patient Portal Guidelines and Security

Purpose of this Form

West Horizon Medical Center offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation.

How Secure Patient Portal Works

A secure web portal is a kind 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 username and password to log in to the portal site.

How to participate in our Patient Portal

You will be given login credentials by the front office in the clinic. You access the URL (internet address) of the patient portal from www.westhorizonmed.com and selecting login for patient portal on the home page. You will then be able to login using the user name and password provided. Next you will have to agree to the consent form and then access the patient portal. Because the connection channel between your computer and the web site uses "secure sockets layer" (SSL) technology you can read or view information on your computer, but it is still encrypted in transmission between the patient portal web site and your computer.

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. However, keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it. Only you can make sure these two factors are present. **We need you to make sure we have your correct email address and you MUST inform us it ever changes.** 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. If you pick up secure messages from a Web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Patient Portal and change it. It is our intent to offer this as a free service, but we reserve the right to change this policy. We will provide adequate notice of any changes. We understand the importance of privacy in regards to your health care and will continue to strive to make all information as confidential as possible. We will never sell or give away any private information, including email addresses, without your written consent.

Conditions of Participating in the Patient Portal

Access to this secure Patient Portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service we will notify you as promptly as we reasonably can. You agree not to West Horizon Medical Center or any of its staff liable for network infractions beyond its control. Before opened this form, we provided you with our consent form and you agreed to view them via our website (www.westhorizonmed.com) for using this web portal. We need you to understand and comply with these and acknowledge that they were explained to you and that you agree to comply with them. If you do not understand, or do not agree to comply with our policies and procedures, please contact us to revoke your use of Patient Portal.