



## WMC Patient Online Services User Agreement

### Policy and Procedures & Patient Agreement to Abide by Terms of Use

The **Winneshiek Medical Center** Patient Online Services (Patient Portal) offers secure viewing and communication as a service to patients who wish to view portions of their Winneshiek Medical Center medical record. Secure messaging is a valuable communications tool, but has certain risks. By signing the Agreement to Abide by the Terms of Use, you accept the risks and agree to follow Terms of Use, as described below.

#### WMC Patient Online Services offers you the following functions:

- ✎ View and print "Continuity of Care Document" or "Health Summary"
- ✎ View updates to your health information
- ✎ View your home medications list entered by your provider or clinical staff during your most recent healthcare visit with WMC
- ✎ View selected health information (allergies, medications, current problems, past medical history, lab results, and immunizations)
- ✎ View and request upcoming appointments
- ✎ Submit updates to your demographic information (i.e. address, phone numbers, email, etc...)
- ✎ Exchange secure messages with your healthcare team.

#### I. Terms of Use General Policies and Procedures

**DO NOT use the Patient Portal to communicate any emergency or urgent issue that requires immediate medical attention. For urgent medical matters, please contact your provider's office. If you are having a health related emergency, please call 911.**

#### Medical Advice and Information Disclaimer

The information posted within the Patient Portal is only a portion of your Electronic Health Record. You should not rely on it to suggest a course of treatment for you. You should always seek the advice of your provider with any questions you may have regarding a medical condition or result, and you should never disregard medical advice or delay in seeking it because of something you may have read or interpreted on the Patient Portal.

#### Communications May Become a Part of Medical Record

Communication via the Patient Portal may be included in your permanent medical record.

#### Privacy:

- ✎ All messages sent to you in the Patient Portal will be encrypted. See the section on "Patient Portal Guidelines and Security" for explanation.
- ✎ Emails from you to any healthcare team member should be sent through the Patient Portal to ensure a secure message.
- ✎ Your email address will be kept confidential and will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal).
- ✎ A variety of healthcare and administrative personnel (such as nurse practitioners, provider assistants, registered nurses, certified medical assistants, clerks, etc...) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal (similar to how phone communication is handled).
- ✎ There is no need to notify us that you have read a message, unless you have a question or need further information.
- ✎ Please read our HIPAA Notice of Privacy Practices brochure for information on how private health information is handled in our facility. The Notice of Privacy Practices can be viewed, printed or downloaded at [www.winmedical.org](http://www.winmedical.org).



### **Response Time:**

- ⌘ Once you have completed the online enrollment request for creating your Online account, a "Welcome Email" will be sent to you. This will provide you a One Time Login ID, including a One Time Password, along with a link to our Patient Portal login screen. If you have not received an email from us within three (3) business days, please contact the Patient Portal Support Line at 563-382-2911 or email at [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org) . Again, please know we will usually return messages within three (3) business days after receipt.
- ⌘ Response time may be longer if the Patient Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Winneshiek Medical Center, its provider practices, providers, or any of its staff, in any way liable or responsible to you for such modification, suspension, or disruption of the Patient Portal.
- ⌘ If email functionality is not accessible for any reason, please contact the Patient Portal Support Line at 563-382-2911 or email at [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org).

### **To communicate issues or problems with the Patient Portal, you should use:**

- ⌘ the Patient Portal Support Line 563-382-2911
- ⌘ the Support E-mail [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org) or
- ⌘ the "Contact Us" functionality throughout the Patient Portal.

## **II. Terms of Use Patient Portal Guidelines and Security**

### **How our secure Patient Portal Works**

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log in to the Patient Portal site.

### **Availability of the Patient Portal**

- ⌘ Access to this secure Patient Portal is an optional service, and your access may be suspended or terminated by WMC at any time for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.
- ⌘ You are encouraged to use the Patient Portal at any time. The Patient Portal is available 24 hours per day 7 days per week via the Internet, excluding service interruption for maintenance, upgrades, or emergency repairs related to events beyond our control.

### **How to Use our Patient Portal:**

1. Request access from Winneshiek Medical Center by submitting your request to "Create your online account" by visiting our Patient Online Services area available at [www.winmedical.org](http://www.winmedical.org) . To register you must be at least eighteen (18) years old.
2. Upon successful account creation, you will receive a "Welcome" email. This email will instruct you on how to access the Patient Portal and allow you to log onto the portal for the first time.
3. Once you have successfully logged onto the Patient Portal via your online account, you'll be presented with WMC's Patient Online Services User Agreement. Review and electronically submit this User Agreement by clicking Accept. *\*Note: By selecting "Accept" you are indicating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptance.*
4. After the above processes are complete, you should be ready to use the Patient Portal.

### **Proxy Access to Records of Minor Children**

Under State and/or Federal law, there are certain types of medical information that the parent or guardian of a minor patient may not view without consent of the minor patient. Because of these requirements, we cannot offer the full spectrum of services to parents of minor patients. Thus, when a minor patient reaches age thirteen (13) years old, proxy access by the parent will be terminated. You may however access your child's Electronic Health Record with the exception of information protected under State or Federal law by making a request to Health Information Management.

### **Available Components:**



- Homepage:** Allows you to view the following components of your medical record. Here you can also make suggestions on how we can improve our site. Please use the contact at the bottom of the page. Or you may send an e-mail to [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org). For privacy concerns, please contact Winneshiek Medical Center's Privacy Officer at 563-387-3106.
- Health Record:** Allows you to view information entered into core parts of your Electronic Health Record (e.g. allergies, medication lists, and visit history, etc...). These are available for you to review and check for accuracy as well as print for other providers or to keep for your records. If needed, you may obtain a full copy of your Electronic Health Record by contacting Health Information Management at 563-387-3100 or email us at [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org). *\*Note: Certain documents will not be available for viewing via Patient Portal at this time.*
- Medications:** Allows you to view your current and past home medications entered by your provider or clinical staff during your most recent visit at WMC.
- Appointments:** Allows you to view upcoming healthcare appointments you have with us. The appointment section **does not** include appointments you may have with a non-WMC provider or facility.
- Profile:** Contains your demographic information and personal contacts. Allows you to view and request changes to your information.

Additional components will be available in future enhancements of the Patient Portal and will be announced accordingly.



**Protecting Your Private Health Information and Risks:**

Due to the use of encryption, unauthorized parties should not be able to access or read messages. Security measures are in place to protect information within the Patient Portal site. The website for the Patient Portal utilizes a trusted site certificate, which is viewable from your browser's task bar.

Keeping messages secure depends on two (2) additional factors: (a) the secure message must reach the correct email address, and (b) the authorized individual must be able to access their email to review. Only you can make sure these two (2) factors are present. We need you to make sure that we have your correct email address and we are either informed if it ever changes, or you make a point to update your email address information in the Preference section in the Patient Portal. You also need to keep track of who has proxy access to your Patient Portal account, so that only you or someone you have authorized to be a proxy, can see messages received or other information in your Patient Portal. You should protect your Patient Portal login information from anyone whom you do not want to access your Patient Portal account. Notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential. We will not answer questions or send protected health information by regular email. Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extent allowed by law, you agree to not hold Winneshiek Medical Center, its provider practices, its providers, or any of its staff liable for network infractions beyond our control.

If you have any concerns or comments on how to improve the Patient Portal please contact the Patient Portal Support Line at 563-382-2911 or email at [WMC\\_OnlineServices@winmedical.org](mailto:WMC_OnlineServices@winmedical.org) .