LAFAYETTE INTERNAL MEDICINE CLINIC

Patient Portal Consent Agreement

Lafayette Internal Medicine Clinic provides this site in partnership with e-MDs® for the exclusive use of its established patients. The patient portal is designed to enhance patient – physician communications. All users must be established patients. 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. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Lafayette Internal Medicine Clinic at its current physical facility: 4809 Ambassador Caffery Pkwy, Suite 410, Lafayette, Louisiana 70508. For questions about this site, contact Catherine Beaullieu at (337)504-3335. Our patient portal allows established patients to communicate more easily with us. The portal is **not** intended for 'Internet Doctor Visits' or new problems. Instead, it will make regular communication more flexible.

The patient portal is intended to provide:

- Refill requests
- Ability to request an appointment for a particular date/time (routed to clinic's waiting list)
- Update your contact and insurance information
- Check your medication list, medical history and your visits
- Ability to obtain and print your lab & diagnostic test results (when requested and sent to patient via portal)

The patient portal is **not** intended to provide internet based diagnostic medical services. The following limitations apply:

- No internet based triage and treatment requests. All clinical problems must be addressed in the office.
- Diagnosis can only be made and treatment rendered after the patient is SEEN by a provider.
- No emergent communications or services. Any emergent conditions should be seen by Urgent Care, Emergency Department, or call 911.
- No request for controlled substances will be accepted.
- No request for NEW prescriptions or refills of medication that are not currently being treated by a provider at this office will be accepted.

The patient portal is provided as a courtesy to our valued patients. Please keep in mind bedside manner is complicated via email. It's easy to misread information or emotion. We'll try to keep things brief and clear on the portal.

While some offices charge for this convenience on an annual basis, we are presently providing the service for free. Our office reserves the right to charge for patient portal services in the future if the need should arise. Should such a charge ever be introduced, anyone with a Patient Portal account would have the option to discontinue the service. If abuse or negligent usage of patient portal happens or persists, we reserve the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered through the patient portal.

Do Not Reply Messages:
Messages sent from Lafayette Internal Medicine Clinic that are marked with "Do Not Reply" are being sent from a mailbox that is not monitored and that is used solely to send out notifications on the patient portal. Patients should not reply directly to these messages.

Security
We will never sell/trade/abuse your e-mail address. The patient portal is protected just like phone calls are. Use our privacy form to tell us who it's OK to share with. The data is on a HIPAA compliant VPN with high level encryption that meets the HIPAA standards. 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 HIPAA policy can be found on our website www.lafayetteinternalmedicineclinic.com or by request from the front office. While we believe that the

IT infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events will not occur. To the extent that it is possible, Lafayette Internal Medicine Clinic has undergone rigorous IT implementation and security standards meeting industry recommendations. We also think it's important for you to protect privacy on your end.

As the patient, please understand that:

- If you lose your password, you may reset your password from the login area request.
- You must notify the office of any changes in 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 browser when you are finished accessing password protected patient portal services. This prevents someone else from accessing your personal information if you leave, share, or use a public computer (i.e., like a library, kiosk, or internet cafe).
- Our office does NOT advise you to use a public computer to access the patient portal.
- It may take up to 72 hours to receive a response to an email request. IF you do NOT receive a response within 72 hours contact the office at: (337) 504-3335.
- You can access the portal day or night, but correspondence will only be addressed during normal business hours. As a safeguard, the portal should **not** be used for pressing issues. If there's an emergency, you should go to urgent care, the Emergency Room or call 911.

Please note that if you share your Patient Portal username and password with another person, this will allow that person to see your confidential medical record information. Lafayette Internal Medicine Clinic and our staff have no responsibility concerning any breach of your confidential medical record information due to your sharing or loss of your user name and password.

Once you have signed the Patient Portal Consent Agreement and have provided Lafayette Internal Medicine Clinic with a legitimate email address that is secure, you will be given our system generated unique user identification and password.

The site may be accessed in two ways:
1. Directly by going to this URL: https://www.healthportalsite.com/limc
2. Lafayette Internal Medicine Clinic's website www.limcllc.com

While the patient portal is user friendly, limited technical support questions can be directed to the office.

DISCLAIMER

Lafayette Internal Medicine Clinic will attempt to provide a patient portal without interruption, but access is provided on an "as is available" basis. Lafayette Internal Medicine Clinic does not guarantee that you will be able to access patient portal at any time of your choosing. Lafayette Internal Medicine Clinic cannot guarantee that the patient portal will be error free. Should you have cause to believe that your information on the portal is not accurate or that there is an error with the portal, please contact our office IMMEDIATELY. You agree that Lafayette Internal Medicine Clinic 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 the patient portal. Additionally, you are responsible for printing copies of your information if you want to have the information available in the event that the patient portal is unavailable.

Lafayette Internal Medicine Clinic 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 the content of Patient Portal are provided solely for your personal use. Republication, distribution, or use of Patient Portal that is inconsistent with the terms and conditions described herein is strictly prohibited

LAFAYETTE INTERNAL MEDICINE CLINIC

4809 Ambassador Caffery Pkwy - Suite 410

Lafayette, LA 70508

Patient Portal Consent Agreement

By signing below, I agree that I have received and read the Patient Portal Consent Agreement. I had the opportunity to ask questions and all were answered to my satisfaction.

Patient's Signature _____   Date: _____

Name (*please print*) _____   Date of Birth: _____

Email Address (*please print*)**:**_____