

# CRESENCIA D. BANZUELA MD INC AND AFFILIATED PROVIDERS

## How the Patient Portal Works:

A secure web portal is a form 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 password to log into the portal site. Once you are logged into the portal you will have access to only your records or those for whom you are legally responsible:

Via the Patient Portal you will be able to:

- Use the message function to communicate with our staff
- Schedule, confirm, cancel or reschedule an appointment
- Communicate about billing questions
- Request a referral or medication refill
- View health summary information in your electronic chart and send staff requests to update information
- Print or save an electronic copy of the health summary using the approved scanner/printer/software.

## More Conditions of Participating in the Patient Portal:

As a user of the patient portal and by signing this form you agree to:

1. Not transmit any electronic information that violates the rights or privacy of any party.
2. Use the web portal in any way that would violate local, state or federal laws.
3. Not transmit materials that are obscene, defamatory, abusive, slanderous or otherwise likely to result in harm to others.
4. Intentionally distribute viruses or take any other action that could compromise the security of our computer system.
5. Text messages with the provider are NOT a secured HIPAA method of communication. DO NOT send medical questions/pictures to the provider.

## Response Time:

This Patient Portal is limited to **non-emergency** communication and requests.

- Communication from you is not checked on weekends.
- Please allow up to 72 hours (or you can say within 3 working days) to respond to communications and requests.
- We will not send you any private health information to your e-mail.
- We will send you an e-mail only when necessary, to request that you access the secure Patient Portal to review private healthcare information that we have posted on your Patient Portal.

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