

PATIENT PORTAL POLICY AND PROCEDURES

Cornerstone Psychiatric Services, Inc. provides a Patient Portal in collaboration with Enablemyhealth for the exclusive use of its patients. The patient portal is designed to enhance patient treatment and communication with our office. The patient portal will require a username and password. We strive to keep all 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.

Policies and Limitations:

The patient portal is provided as a courtesy to our valued patients. We are focused on providing highest level of service and health care. However, if abuse or negligent usage of patient portal 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. Also the following policies and limitations apply:

- 1. Do not use portal communications if there is an emergency, please dial 911 or go to the Emergency Room.**
2. No internet based treatment request. Diagnosis can only be made and treatment rendered after the patient sees a clinician.
3. After you agree to the Patient Portal Policy and Procedures and sign the Consent Form, we will attempt to send a "welcome message" email to you. This will provide a link to the Portal login screen. *If you have not received an email from us within 3 working days, please CALL the office. We will not respond directly to your email. All electronic communications must be through the Patient Portal.*
4. We will normally respond to non-urgent portal messages within 24 hours. If you have not received a response to your inquiry from us within 3 working days, please CALL the office.

Guidelines and Security

Cornerstone Psychiatric Services, Inc. offers secure viewing and communication as a service to our patients who wish to view parts of their records and communicate with our staff. The patient portal is provided in collaboration with Enablemyhealth on a HIPAA compliant, encrypted site. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events cannot occur. All new and established patients have signed consent for Notice of Privacy Practices and have been given or offered a copy of our Notice of Privacy Practices. If you do not recall having signed this consent or need to reacquaint yourself with the Notice of Privacy Practices, please call our office for a copy. 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. By signing our Consent Form page, you accept the risks and agree to the conditions of participation. Once this form is agreed to and signed, we will send you an email notification that tells you how to log in for the first time. Please keep this email in a safe place for future reference. Following the instructions on the email, you should be able to login using a username and password.

Protecting Your Private Health Information and Risks

While we try and ensure that all communication through the portal is secure, keeping it 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 if it ever changes. If you think someone has learned your password, you should promptly go to the Patient Portal and change it. If you forgot your password, please use the "Forgot Password" option on the portal. 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.

Patient Portal Consent

Access to this secure Patient Portal is an optional service, and we may suspend or terminate it at any time and for any reason. I understand that my access to this Portal will not affect the current level of care I'm already receiving from Cornerstone Psychiatric Services, Inc. I acknowledge that I have read and fully understand the Patient Portal Policies and Procedures document. I have been given risks and benefits of the patient portal and agree that I understand the risks associated with online communications between Cornerstone Psychiatric Services and patient, and consent to the conditions outlined herein. I acknowledge that using the patient portal is entirely voluntary and will not impact the quality of care I receive from Cornerstone Psychiatric Services should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my clinician may impose for online communications. I understand that this agreement will remain in effect indefinitely, unless otherwise notified by Cornerstone Psychiatric Services. It is my responsibility to notify Cornerstone Psychiatric Services if there is a change in my email account or I feel that my secure password has been breached. I agree not to hold Cornerstone Psychiatric Services, Inc. or any of its staff; Enabledoc, LLC or Enablemyhealth liable for network infractions beyond its control.