



Policies and Procedures for Patient Portal

1. Do not use email to communicate if there is an emergency or urgent need for communication; in that case, call 911, call the office at (631)757-9500, or go to the emergency room immediately.
2. Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted
3. We cannot refill narcotics/stimulants through this site; please contact your pharmacy
4. Current functionality of Patient Portal includes:
 - 4.1. Email and secure messaging
 - 4.2. Refill requests for non-controlled substances (please make sure we have your correct pharmacy information)
 - 4.3. Viewing and printing of your health record
 - 4.4. Viewing and updating of health information (you can make suggestions to your health history, allergies, medication lists, etc. but this will not change your permanent record without our “ok” to any information provided)
 - 4.5. Referral Requests
 - 4.6. Appointment requests
 - 4.7. Other functions are in development to allow easier access!
5. Because your login is tied directly to your Electronic Health Record in our office, you do not need to enter information such as phone numbers or addresses, UNLESS they are new or different than you have given us before.
6. All communication will be included in your patient record
7. Our system will notify us when messages are viewed by the patient, so there is no need to reply that it has been read
8. Privacy:
 - 8.1. All messages sent to you will be encrypted, see informed consent for explanation
 - 8.2. Emails from you to any staff should be through this portal or they are not secure
 - 8.3. We will keep all email lists confidential and will not share this with other parties
 - 8.4. Other *Island Medicine* staff may read your messages or reply in order help the providers (Dr. L. Burns, Dr. P. Burns, and K. Quail, RPA-C); this is similar to how phone communication is currently handled
9. Response Time:
 - 9.1. After you agree to the “Policy and Procedures” and sign the informed consent we will attempt to send a “welcome message” to you. This will provide a link to login (it is free for you to use).
 - 9.2. We will not be able to communicate via email with you any other way.
 - 9.3. We will normally respond to non-urgent email inquires within 24hrs but no later than 3 business days after receipt.
 - 9.4. If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible.

All Policy and Procedures are subject to change without notice.