

## **Bluestone Physician Services Patient Portal Consent Form**

### ***Purpose of this consent:***

Bluestone Physician Services (sometimes referred to in this consent as “we,” “us,” or “our”) offers secure viewing and communication as a service to patients and their legal representatives (sometimes referred to as “you” or “your”) who wish to view parts of their records and communicate with our staff and providers. 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. This consent is intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.

### ***How the Secure Patient Portal Works:***

A secure web portal is a kind 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 or passphrase to log in to the portal site. Because the connection channel between your computer and the Web site uses secure technology, you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

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

This method of communication and viewing normally prevents unauthorized parties from being able to access or read messages while they are in transmission. No transmission system is perfect and we will do our best to maintain electronic security. However, keeping messages 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 are informed if it ever changes. You also need to keep track of who has access to your email account so that only you, or someone you authorize, can see the information you receive from us.

If you pick up secure messages from a web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the web site and change it.

### ***Accessing Your Electronic Health Records:***

You agree to allow us to release your personal health information to you through Bluestone’s Patient Portal, including but not limited to information relating to your medications, allergies, immunizations, laboratory and test results, and problem lists. We offer the Patient Portal as a convenient way for you to access, monitor and obtain information about your health. However, some of this information may need to be interpreted by your physician in order to be properly understood. Moreover, certain legal, practical and other considerations may keep us from making all of the health information Bluestone has about you available through the Patient

Portal. Important information may be missing, and there may be formatting or other differences from your official medical record. Some of the information may not be completely up-to-date, and may not have been reviewed or verified by your physician. For these reasons, neither you nor your other health care providers should rely exclusively on information you obtain through the Patient Portal for purposes of making important health care decisions.

***Instructions for Using Online Communications:***

You agree to take steps to keep your online communications to and from us confidential, including:

- Do not store personal health information on your employer-provided computer. If you do, personal information could be accessed by your employer.
- Use a screensaver or close your Patient Portal instead of leaving your health information on the screen for passersby to read.
- Keep your password safe and private.
- Do not allow anyone else access to the computer(s) upon which you store medical communications.
- Do not use email for medical communications. Standard e-mail is not secure and may expose medical information to employers or other unintended recipients.

***Conditions of Using Online Communications:***

The following agreements and procedures relate to online communications:

- Our electronic health record vendor, eClinicalWeb, will keep a copy of all medically important online communications in your medical record in encrypted format.
- You should print or store (on a computer or storage device owned and controlled by you) a copy of all online communications that are important to you.
- eClinicalWeb will not forward online communications with you to third parties except as authorized or required by law.
- Online communications should be used with caution. If there is some information that you don't want transmitted via online communications, you must tell us.
- Please note that online communications should never be used for emergency communications or urgent requests. These should occur via telephone or using existing emergency communications tools.
- Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for confirming that unanswered online communications have been received.
- You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. Neither we nor eClinicalWeb can be responsible for breaches of confidentiality caused by you or the actions of others.
- We or eClinicalWeb may stop providing online communications with you or change the services we provide online at any time without prior notification to you.

***Patient Acknowledgement and Agreement:***

By clicking “I agree” below or otherwise using Bluestone’s Patient Portal, I acknowledge that I have read and fully understand this consent form. I understand the risks associated with online access to my health records and communications between my physician team and me, and

consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician team may provide. I have had a chance to ask any questions that I had and to receive answers. All of my questions have been answered and I understand and agree with the information provided in the answers.

Withdrawal of this consent agreement must be done by written online communications or in writing to: Bluestone Physician Services, 270 Main St. North, Suite 300, Stillwater MN 55082.