

Patient Portal Consent & User Agreement

Purpose Of This Form

Krunal J. Mehta M.D. offers a secure way for current patients to view a portion of their health information kept in an electronic health record. This form provides documentation of your acceptance and agreement to participation conditions including any amended or superseded conditions that occur. Please maintain a copy of your User Agreement.

Important Information Regarding the Patient Portal

- Use is limited to non-emergency communications and requests.
- In an emergency, call 911 or go to the nearest emergency room.
- The Patient Portal does not provide internet-based diagnostic, triage or other medical services.
- Information on the portal is a limited amount of health information required by law.
- Requesting an appointment does not confirm your appointment until the staff has approved it.

Patient Portal Features

Access to Health information: You may view your current medications, lab and test results. You may request an electronic copy of your health information, send secured messaging with your doctor, a secure way to share your information, and request appointment at your convenience.

Additional functionality: Additional functionality may be added in the future.

Etiquette When Using The Patient Portal

- You are responsible for updating your contact information as soon as it changes, including your e-mail address.
- Confirm that your name and other personal information is correct.

Privacy

All communications concerning your personal health information carry some level of risk. While the likelihood of risks associated with the use of the Patient Portal is substantially reduced, there are risks which are important for you to understand. Some helpful things to keep in mind include:

- Do not store, send or access messages on your employer-provided computer or hand-held device. Personal information may be accessible by your employer.
- Use a screen saver or close your messages so that others nearby cannot read them.
- Keep your user name and password safe and private.
- If you believe someone has discovered your password, you should promptly change it using the steps outlined in the Patient Portal.

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- Never use a public computer or kiosk to access the Patient Portal.

When accessing the Patient Portal, Krunal J. Mehta M.D. Inc. and its staff are not responsible for security infractions or intrusions resulting from the user's failure to follow prudent security measures, including but not limited to those described above, or for network infractions beyond its reasonable contract.

Access, Use of Online Communications & Participation Conditions

- The Patient Portal is an optional service offered as a courtesy to our patients. Use of the Patient Portal is restricted to current patients and is subject to all terms and conditions of the Patient Portal Consent and User Agreement.
- In addition to communication through the Patient Portal, you may also be directed to contact us via telephone or in person at any time.
- Krunal J. Mehta M.D. inc. does not guarantee that the Patient Portal will be accessible 24 hours a day 7 days a week. The Patient Portal may be unavailable, without prior notice to you, due to routine maintenance, or due to circumstances beyond our control. At any time, the Patient Portal may be suspended or terminated without notice.
- Krunal J. Mehta M.D. Inc. and staff do not have liability or responsibility to any patient, or authorized person, or user for their inability to access the Patient Portal. Users will be notified if suspension or termination occurs.
- Based on state regulations and our office policy, Krunal J. Mehta M.D. Inc. does not permit minors to use the Patient Portal.
- By logging onto the Patient Portal, you agree to all terms and conditions of the Patient Portal Consent and User Agreement. Krunal J. Mehta M.D. Inc. may amend, supersede or rescind its Patient Portal Consent and User Agreement at any time without prior notice. Krunal J. Mehta M.D. Inc. shall have the discretion to determine how its Patient Portal Consent and User Agreement apply in a given situation, and its determination shall be final, binding, and non-reviewable.
- Krunal J. Mehta M.D. Inc. is the owner of all of its records and data, whether in electronic, paper or other form, subject to such access, copying and other rights as may be provided to the patient by federal and state law.
- If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify Krunal J. Mehta M.D. Inc. via a secure message on the Patient Portal or by calling (626) 335-4129.