

**KEITH D. JORGENSEN, MD, P.A. and PROFESSIONAL HEARING MANAGEMENT**  
**44 BIRCH STREET, SUITE 304**  
**DERRY, NH 03038**

**Patient Portal Policy and Procedures**

Keith D. Jorgensen MD Professional Association and Professional Hearing Management provides this site in partnership with Veracity for the exclusive use of its established patients. The Patient Portal is designed to enhance patient physician communications. All users must be established by a previous office visit. We strive to keep all of 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. Veracity maintains the Patient Portal at its facilities and provides full encryption, security and HIPAA correct safety for all electronically stored 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 the Patient Portal occurs and persists, we reserve the right at our own discretion to terminate the Patient Portal offering, suspend user access, or modify services offered through the Patient Portal. The following policies and limitations apply:

1. **Do not use portal communication if there is an emergency, please dial 911 or go the Emergency Room.**
2. No Internet based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and sees a provider.
3. Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted.
4. Participants on the Patient Portal must be 18 years or older, any minor patients may have their legal guardian access the Patient Portal.
5. No request for narcotic pain medication will be accepted through the Portal.
6. No request for re-fill medication not currently being treated by our providers, and if you have not been seen in more than a year. This includes allergy serum.
7. After you agree to the 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 emails, all electronic communications must be through the Patient Portal.
8. We will normally respond to non-urgent inquiries within 24 hours, but no later than 3 business days. If you have not received a response in 3 business days, please CALL the office.

**Guidelines and Security**

Keith D. Jorgensen MD Professional Association and Professional Hearing Management offers secure viewing and communication as a service to our patients who wish to view parts of their records and communication with our staff. The Patient Portal is provided in partnership with Veracity on HIPAA compliant VPN with high level encryption that exceeds the HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events that cannot occur. All new and established patients have signed HIPAA agreement forms and have been given a copy of our HIPAA policy. If you do not recall having signed HIPAA agreement form or need to reacquaint yourself with our HIPAA policy, a copy can be provided to you for your review. 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, 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 the user name and password provided. Once logged into the Patient Portal, you should go to "My Account" on the top right of the page. Here you can change your user name and password to something that only you will know. This is essential to make sure your information remains secure and private!

**Protecting your Private Health Information and Risks**

While we try and ensure that all communications through the Patient 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 that 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 forget your password please use the "forgot your password" option on the portal or call our office. We understand that 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 your email addresses.

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## **Patient Portal User Agreement**

**Keith D. Jorgensen, M.D. Professional Association and Professional Hearing Management** provides this site in partnership with Veracity® for the exclusive use of their established patients. The Patient Portal is designed to enhance patient-physician communications. All users must be established by a previous office visit.

We strive to keep all of 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.

The Patient Portal can provide the following services:

- Medication refill requests.
- Communication of laboratory results from staff to patient.
- Review a patient's medical summary, medication list, treatment history and visitation dates.
- Limited communication regarding on-going treatment

The Patient Portal is not intended to provide internet based diagnostic medical services. Also, the following limitations apply:

- No internet based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and SEES the Doctor.
- No Emergent communications or services.
- No requests for narcotic pain medication will be accepted.

The Patient Portal is provided as a courtesy to our patients. While some office charge for this convenience on an annual basis, we are focused on providing the 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 or modify services offered through the Patient Portal.

The Patient Portal is provided in partnership with Veracity, our EMR software vendor, who electronically houses the software. The data is on HIPAA compliant VPN with high level encryption that exceeds HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen, adverse events cannot occur.

All new and established patients have signed a HIPAA Agreement form and have been given a copy of our HIPAA policy. If you do not recall having signed the HIPAA Agreement form or need to reacquaint with our HIPAA policy, a print will be provided for your review.

Once you have signed the Patient Portal Consent Agreement and have provided us with a legitimate e-mail address that is secure, you will be e-mailed our system generated unique user id

and password. You will then be able to use this information to access portions of your medical records and to communicate securely with our office. Keep your id and password secure. We are not responsible for the security of your id or password

**Patient Acknowledgement and Agreement**

I acknowledge that I have read and fully understand this consent form. I have been given the risks and benefits of the Patient Portal and agree that I understand the risks associated with online communications between physician 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 Keith D. Jorgensen MD Prof. Assoc. and Professional Hearing Management 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 physician may impose for online communications. I have been proactive about asking questions related to this consent agreement. All my questions have been answered with clarity.

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**Patient Signature**                      Print Patient Name                      Date

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Parent/Guardian Signature (If patient is under 18) Print Parent/Guardian Name Date

**E-mail Address:** \_\_\_\_\_