



**northside
pediatrics**

Patient Portal Policy

Northside Pediatric Associates offers a secure patient portal as a courtesy and optional service to all patients. The patient portal is an internet-based system designed to provide a secure, HIPPA compliant, method of communication between our clinical staff and the patient and/or legal guardian.

Certain considerations and restrictions apply to the use of the patient portal. They include but are not limited to the following:

Emergencies: The portal should never be used for any emergency communication or for communicating urgent matters.

Messages: All messages should be kept brief and as clear as possible. Complicated questions and new problems may require a visit. *All portal messages are triaged through our nursing staff and are not sent directly to a physician.*

Records: Correspondences through the patient portal become part of the patient's medical record and should pertain to medical related issues only.

Response Time: Portal messages will be addressed by our staff during regular business hours only.

Security: The patient portal username and password are necessary to establish and verify a patient's identity. Anyone with access to the username and password will have access to the patient's information on the portal. A patient or parent can change his/her password at any time and is encouraged to not share this information with anyone.

Privacy: We hold patient privacy in the highest regard. Our office policy is never to request any personal information via a non-secured method of communication. We do not ask for personal information by portal, email, or text.

Misuse: Northside Pediatric Associates reserves the right to restrict, suspend, disable, or terminate access to the patient portal at any time for any misuse or abuse of its features.

We have tried to make this document as complete as possible, but all patient portal policies and procedures are subject to change without prior notice.