



Albemarle Square Family Healthcare
A Division of Anchor Healthcare, PLC
Patient Portal Agreement

Patient Portal Agreement

Albemarle Square Family Healthcare, A Division of Anchor Healthcare, PLC (hereafter "ASFHC")
PATIENT PORTAL TERMS AND CONDITIONS

ASFHC is pleased to provide you with the ability to access parts of your medical record by using our Patient Portal Program (the "Patient Portal"). By requesting to set up such access and an account with Patient Portal, you agree to the following terms and conditions. Please note that your failure to follow these terms and conditions can result in the termination of your account with Patient Portal.

ELIGIBILITY

In order to participate in Patient Portal, you must also be an active patient of an ASFHC physician.

USE OF PATIENT PORTAL

By your request to participate in Patient Portal, you understand and agree to the following:

- (a) Patient Portal is intended as a secure online means for you to access your confidential medical record information. Please note that if you share your Patient Portal user name and password with another person, this will allow that person to see your confidential medical record information. ASFHC has no responsibility concerning any breach of your confidential medical record information due to your sharing or losing your user name and password.
- (b) You must select a confidential password and maintain that password in a confidential and secure manner. If you believe that the confidentiality of your password has been compromised, you should change to a new password by following the procedures described in Patient Portal.
- (c) Patient Portal is not meant to be used in any manner in the case of an emergency. If you should experience an emergency, you should immediately seek appropriate emergency care.
- (d) You will use Patient Portal only as permitted and not attempt to harm or circumvent any of its security features or use Patient Portal for any purpose other than as described in this Agreement.
- (e) Patient Portal is being provided to you as a convenience. ASFHC has the right to terminate your Patient Portal access at any time for any reason. This can include cases where ASFHC determines that it is not in your best interest to continue to have Patient Portal access.
- (f) Participation in Patient Portal is entirely voluntary and you are not required to use Patient Portal to receive care from ASFHC. ASFHC will not condition its treatment of you on any requirement to participate in Patient Portal.
- (g) Patient Portal provides access to different parts of your medical record, but not the complete medical record.

(h) Communication that occurs through Portal between you and your provider and his/her staff may become a part of your medical record.

PROVISION OF SERVICES

(a) Patient Portal is presently provided free of charge, but ASFHC reserves the right to charge for Patient Portal services in the future. Should such a charge ever be introduced, anyone with a Patient Portal account would have the option to discontinue the service.

(b) Portal communications will be evaluated and responded to by appropriate authorized ASFHC personnel. ASFHC's ability to respond immediately is not guaranteed.

(c) ASFHC will use all reasonable efforts to keep Patient Portal free from error, but ASFHC cannot guarantee the completeness, accuracy, or adequacy of Patient Portal information. ASFHC cannot guarantee Patient Portal itself will be fault-free, but ASFHC will attempt to correct reported faults in a reasonable time frame.

(d) ASFHC reserves the right to change Patient Portal from time to time. ASFHC may also suspend or terminate Patient Portal at any time.

PRIVACY POLICY

(a) ASFHC is fully committed to complying with all federal and state laws and regulations concerning the confidentiality of medical record information. Our HIPAA Notice of Privacy Practices can be found at:

www.albemarlesquarefamilyhealthcare.com

(b) ASFHC may use Patient Portal data without further authorization from you as part of ASFHC's educational activities and programs, quality improvement initiatives, and for research purposes so long as the information is de-identified and used in accordance with applicable state and federal regulations. Examples of these educational, quality improvement and research activities can be found in the HIPAA Notice of Privacy Practices at the link above.

SECURITY

Patient Portal is protected using industry standard security measures. While the security measures will reasonably protect your information and use of Patient Portal, if you have any concerns regarding the security of your information or the use of the Internet to access your medical record information through Patient Portal, you should consider not creating a Patient Portal account.

REVOKING THIS AGREEMENT

This agreement remains in effect until you, your legal guardian or your Personal Representative, cancel it in writing to ASFHC. This notice must include your original signature and may not be requested verbally or via electronic communication. Your cancellation request will not apply to any use, access, disclosure, and/or communication already made under this Agreement.

DISCLAIMER

ASFHC WILL ATTEMPT TO PROVIDE PATIENT PORTAL WITHOUT INTERRUPTION, BUT ACCESS IS PROVIDED ON AN "AS IS AVAILABLE" BASIS. ASFHC DOES NOT GUARANTEE THAT YOU WILL BE ABLE TO ACCESS PATIENT PORTAL AT ANY TIME OF YOUR CHOOSING. ASFHC CANNOT GUARANTEE THAT PATIENT PORTAL WILL BE ERROR-FREE. SHOULD YOU HAVE CAUSE TO BELIEVE THAT YOUR INFORMATION ON PATIENT PORTAL IS NOT ACCURATE OR THAT THERE IS AN ERROR WITH PATIENT PORTAL, PLEASE CONTACT YOUR PHYSICIAN'S OFFICE IMMEDIATELY. ASFHC RESERVES THE RIGHT TO TERMINATE YOUR ACCESS TO PATIENT PORTAL AT ANY TIME WITHOUT CAUSE OR NOTICE.

YOU AGREE THAT ASFHC TAKES NO RESPONSIBILITY FOR AND DISCLAIMS ANY AND ALL LIABILITY ARISING FROM ANY INACCURACIES OR DEFECTS IN THE INFORMATION CONTAINED ON THE PATIENT PORTAL, FROM ANY UNAVAILABILITY OF THE PATIENT PORTAL, AND FOR ANY ERROR, INACCURACY OR DEFECT IN THE SOFTWARE, COMMUNICATION LINES, INTERNET OR YOUR INTERNET SERVICE PROVIDER ("ISP"), COMPUTER HARDWARE OR SOFTWARE, OR ANY OTHER SERVICE OR DEVICE THAT YOU USE TO ACCESS PATIENT PORTAL. ADDITIONALLY, YOU ARE RESPONSIBLE FOR PRINTING COPIES OF YOUR INFORMATION IF YOU WANT TO HAVE THE INFORMATION AVAILABLE IN THE EVENT THAT PATIENT PORTAL IS UNAVAILABLE.

ASFHC may modify these terms and conditions, other terms and materials referenced in this document, Patient Portal, or the content of the Patient Portal website at any time. For this reason, you should review these terms and conditions on the website periodically.

The services and the content of Patient Portal are provided solely for your personal use. Republication, distribution, or use of Patient Portal that is inconsistent with the terms and conditions described herein is strictly prohibited.

These terms and conditions are governed by and will be interpreted in accordance with the laws of the Commonwealth of Virginia.

A Signature Page Follows on Page 4

CONSENT TO ELECTRONIC TRANSACTIONS

By initialing here _____ you hereby agree to conduct transactions electronically in accordance with the Virginia Uniform Electronic Transactions Act, Va. Code Ann. § 59.1-479 through 498 (as amended).

When submitting the Albemarle Square Family Healthcare Patient Portal User Agreement by electronic means, i.e. fax or email, I understand that my signature has the same legal effect as my original signature. I acknowledge my faxed or emailed signature constitutes my intent to subscribe to the terms of this agreement and hold Albemarle Square Family Healthcare harmless in accepting the agreement and activating my Patient Portal account.

Name of Patient (print legibly)

Date of Birth

Signature of Patient

Date

Patient Email Address _____
(Necessary for Portal Registration Process)