The Frisbie Memorial Hospital Patient Portal offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure Messaging can be a valuable communications tool, but has certain risks.

By accessing or using the portal, you (the patient or proxy, as described below) agree to be bound by the terms and conditions of these Terms of Use. If you do not wish to be bound by these Terms of Use, you may not access or use the portal. We may modify these Terms of Use at any time, and such modification shall be effective after notice to you.

Access to this secure Patient Portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service we will notify you as promptly as we reasonably can.

It is our intent to offer this as a free service, but we reserve the right to change this policy. We will provide adequate notice of any changes.

I. Terms of Use General Policies and Procedures

**DO NOT** use the patient portal to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g. HIV, Mental Health, work-excuses, etc…)

**Proper Subject Matter:**
- Use the Patient Portal for non-urgent medical portal related questions, lab results, select reports, appointments reminders or requests and prescription renewal requests.
- Use the Patient Portal to update your demographic information. Be sure that all information that you enter is true, accurate, complete, and updated whenever there is a change.
- It takes time for providers and staff to review and respond to messages. We request that you be as concise as possible when sending a message. Please communicate with your providers through the Portal only on issues related to your medical treatment; the Portal is not designed for social communications. Rude, threatening or abusive language will not be tolerated. Your access to the Portal may be revoked if you communicate inappropriate content in your messages.
- Please be aware that staff in your provider’s office may review your message. If you have questions about sensitive matter (HIV, mental health, work excuses, etc.) you may wish
to call your provider directly or make an appointment to discuss this sensitive subject matter rather than send a message through the Portal.

The Patient Portal offers the following functions:
- Send and receive secure messages for non-urgent needs.
- View lab results that have been sent to you.
- View and print your “Continuity of Care Document” or “Health Summary.”
- View your health information.
- View selected health information (e.g. allergies, medications, current problems, past medical history and Request, Reschedule or Cancel appointments).
- Update your demographic information (i.e. address, phone numbers, etc…)

Communications May Become a Part of Your Medical Record
Communication via the Patient Portal will be included in your permanent medical record.

Privacy:
- All messages sent to you in the Patient Portal will be encrypted. See section on “Patient Portal Guidelines and Security” for explanation.
- Messages from you to any staff member should be through the Patient Portal instead of your personal email account or they are not secure. We will send an email notice to the email address you provide to us when there is new medical information to be viewed on the Portal. If another person has access to your email account, they will be able to view this notification. Thus, please take this into account when providing an email account. If you send us a secure message using the patient portal, it may be shared with other members of the staff who assist your provider. **We need you to make sure we have your correct email address and you MUST inform us if it ever changes in order for you to be notified of updates to the patient portal.**
- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or required by law.
  - If you think someone has learned your password, you should promptly go to the Patient Portal and change it. We encourage you to change your password periodically for greater protection from an unauthorized person discovering your password.
- A variety of healthcare and administrative personnel (such as nurse practitioners, physician assistants, registered nurses, certified medical assistants, clerks, etc…) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal. There is no need to notify us that you have read a message, unless you have a question or need further information.
• Read our HIPPA handout for information on how private health information is handled in our facility. This notice describes how protected health information about you may be used and disclosed and how you can gain access to this information. The policy can be viewed at http://www.frisbiehospital.com/privacy-policy/
• If you have any concerns, please contact the Medical Records office at (603) 335-8414

Response Time:
• Reasonable efforts will be made to respond to messages within one (1) business day, but no later than three (3) business days, after receipt. On occasion, the provider or staff person that needs to respond to your message may not be available, or a response may be delayed by weekends, holidays or bad weather conditions.
• Patient Portal service might be interrupted for maintenance, upgrades, or emergency repairs to events beyond our control.
• If you do not receive a response from us within three business days, please call your provider’s office or department.
• Information received via the Patient Portal is checked during our normal business hours of operation, which are 8am to 5pm Monday through Friday. You are encouraged to use the Patient Portal at any time; however, messages submitted after hours are held for us until we return the next business day.
• Our response to any message you send will be based on the information you provide. If you provide incomplete information, we may not be able to provide you with an accurate or reliable response. If your situation is complicated, consider calling your treating provider directly rather than using the Portal. In some situations, we may request that you schedule an appointment, or call your treating provider’s office during regular office hours instead of messaging through the portal to more accurately respond to your questions or concerns.

Medical Advice and Information Disclaimer
The Patient Portal may from time to time include information posted by Frisbie Memorial Hospital in the form of news, opinion, or general educational materials that should not be construed as specific medical advice or instruction from Frisbie Memorial Hospital. Information within the Patient Portal is not intended to be used for medical diagnosis or treatment. The information posted by Frisbie Memorial Hospital on the Patient Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual.

We may offer links to related medical websites not managed by Frisbie Memorial Hospital or any of its physician practices. We provide these link(s) for your information only. The information provided on this site, including link, is not designed to be used for medical diagnosis or treatment. You should always seek the advice of your physician or other qualified provider if you have any questions about a medical condition.
II. Terms of Use Patient Portal Guidelines and Security

How our Secure Patient Portal Works
The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password of pass-phrase to log in to the Patient Portal site.

How to Use our Patient Portal

1. Request access from Frisbie Memorial Hospital. To register you must be at least eighteen (18) years old.

MINORS (Age 0-11 Years): Parents and/or legal guardians of a minor child (age 0-11 years) may register to access to the minor child’s information through the Portal. This account would be created as a proxy account for the minor child.

ADOLESCENTS (Age 12-17): Under State and Federal law, there are certain types of medical information that the parent or guardian of a minor patient between the ages of 12 and 17 may not view without consent of the minor patient. Because of these requirements, when a minor patient reaches age 12, we will remove proxy access to a minor patient’s account. Also, individuals of this age group will not be permitted to have a patient portal account.

PROXY ACCESS FOR ADULT PATIENTS (Age 18+) – Patients age 18 or older may grant proxy access to an adult of their choosing by submitting the Request for Proxy Consent Form to Frisbie Memorial Hospital. We will only grant proxy access if written consent is obtained by both the adult patient and proxy. If the proxy’s legal relationship with the patient changes, the proxy must inform Frisbie Memorial Hospital immediately.

We reserve the right to revoke proxy access at any time.

2. Review the Patient Portal User Agreements and electronically submit the Agreement by clicking “Accept”. *Note: If enrolling electronically by selecting “Accept” you are indicating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptance.

3. If fully enrolled by a Frisbie Memorial staff member, once logged into the Portal, you should go to “Preferences” on the bottom of the page to change your password to something only you
will know. This is essential to ensure your information remains secure and private. It is important that you keep your login information confidential.

4. After the above is completed you will be all set to use the Patient Portal.

The My Frisbie CONNECT Patient Portal is one that is fully integrated, and will include information from across the continuum of care. With full integration, comes much more information at your fingertips, including information that for some patients may be considered that of a sensitive nature. Please keep this in mind when granting proxy access, as a proxy can see all information that you, the patient, would or will see. If you have an immediate concern regarding any information in your patient portal, notify a staff member during your visit/stay or please contact the Medical Records Department at (603) 335-8414 Monday – Friday, 8:00 am – 4:30 pm.

Available Components:

- **Messages:** Allows you to send and receive secure messages to/from select providers in which you have an established relationship with. *Note: this option is only available if your physician has opted to use this functionality within our Patient Portal.* Use of this is very similar to standard email communications. You can also select “Technical Support” to send an email message regarding any questions you may have related to patient portal functionality.

- **Health Record:** Allows you to view information entered into core parts of your electronic health record (e.g. allergies, lab results, radiology reports, medication lists, and visit history, etc…). These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at (603) 335-8414. *Note: If this section is not a complete representation of your medical record, we will still have the information. Certain lab results and reports will not be available for viewing via the Patient Portal due to the sensitive nature of the results.*

- **Medications:** Allows you to view your current and past medications entered by your physician or clinical staff.

- **Appointments:** Allows you to request, view, reschedule or cancel some scheduled appointments. Also, allows you to “Pre-register” for scheduled appointments.

- **Profile:** Allows you to view the current demographic information in your medical record.
Protecting Your Private Health Information and Risks: This method of communication and viewing information through the Patient Portal is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate, which is viewable from your browser’s task bar. (You can learn more about trusted sites by going to http://windows.microsoft.com and searching: “When to trust a website.”)

Please notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

We will not answer questions 1) related to your protected health information or 2) send protected health information by regular email. Even with encryption and our commitment to providing a secure data environment, we cannot guarantee the confidentiality, security, or integrity of Patient Portal information. To the fullest extent allowed by law you agree to not hold Frisbie Memorial Hospital, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.

Limitation of Liability; Waiver; and Release: You agree that neither we, nor our officers, directors, employees, agents, content providers or suppliers shall have any liability to you under any theory of liability or indemnity in connection with your use of the portal. You hereby release and forever waive any and all claims you may have against us, our officers, directors, employees, agents, content providers, customers, or suppliers (including but not limited to claims based upon our negligence, or the negligence of our officers, directors, employees, agents, content providers, customers or suppliers) for losses or damages you sustain in connection with your use of the site.

Indemnity: You agree to indemnify, defend and hold harmless us, our officers, directors, employees, agents, content providers, customers and suppliers from and against all losses, expenses, damages and costs, including reasonable attorney’s fees, resulting from any violation of this agreement or any activity related to your account (including infringement of third parties’ worldwide intellectual property rights or negligent or wrongful conduct) by you or any other person accessing the portal using your service account.

Third Party Beneficiary: The provisions of paragraphs (Waiver, Release and Limitation of Liability) and (Indemnification) are for the benefit of us and our officers, directors, employees, agents, licensors, suppliers, customers and Content Providers, Each of these individuals or entities shall have the right to assert and enforce those provisions directly against you on its own behalf.
We hope you enjoy the services provided by your My Frisbie Connect patient portal account and find it provides you with a helpful way to access your health information and communicate with our staff.