Patient Portal Information

Riverchase Dermatology and Cosmetic Surgery in partnership with Modernizing Medicine, our Electronic Health Record (EHR) vendor is pleased to offer a secure Patient Portal. The Patient Portal is an internet-based system designed to provide a secure, HIPAA compliant, method of communication between the Clinical Care Team and the patient. After logging into the Patient Portal, a patient can access and view their electronic medical record. Patients will be able to receive notifications when their test results have been posted to their portal and request medication refills.

Certain considerations and restrictions apply to the use of the Patient Portal. They include but are not limited to:
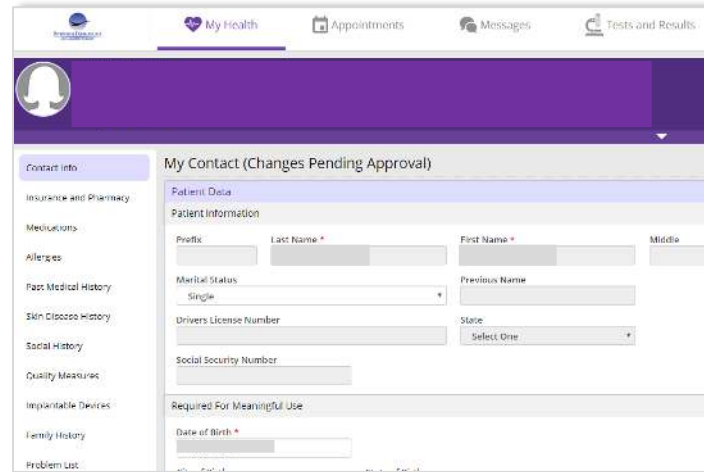
- **EMERGENCIES**: In the event of an Emergency, call 911 or go to the nearest Emergency Room. **The Patient Portal should never be used for any emergency communication or for communicating an urgent matter**. Although patients can conveniently send messages at any hour of the day, the Clinical Care Teams will only address messages during our normal business hours. Please be advised we are not available during all major Holidays.

- **ACCESS**: To access the portal, type riverchasedermatology.ema.md into a Mozilla Firefox or Google Chrome browser window, do not type www or https in front of the URL. If you do not have Mozilla Firefox or Google Chrome, it can be downloaded for free. We do not recommend using any other type of web browser.

- **VISITS**: Riverchase Dermatology and Cosmetic Surgery does not offer portal based visits. All diagnosis and treatment services are performed by our providers after an examination at your local office, or a virtual visit can be made by logging into DermConnect.

- **MESSAGES**: Messages should be kept brief and clear as possible.

- **RECORDS**: Correspondences through the Patient Portal become part of the patient's medical record and should pertain to medical related issues only.

- **RESPONSE TIMES**: Portal messages will be addressed by our Clinical Care Teams during normal business hours. Messages will be responded to as quickly and as thoroughly as possible. Please allow two (2) business days for a response to all messages.

- **SECURITY**: Anyone who has access to both the username and password will have access to the patient's information on the portal. A patient should not share their username or password with anyone.

- **PRIVACY**: We will never sell or market your e-mail address. We will never request any personal information via the Patient Portal. If you are unsure about the request, or messages you receive, please call your local office at your earliest convenience.

- **FEATURES**: Some features listed on the Patient Portal may not be currently used by our clinic. Portal features may be added or removed. We make every effort to have the Portal up and running; however, there will be times when the Portal may be unavailable due to maintenance for technical reasons beyond our immediate control.

- **COST**: The Patient Portal is available at no additional cost to our patients.

- **MISUSE**: The clinic reserves the right to restrict, suspend, disable or terminate access to the Patient Portal for any misuse or abuse of its features.

We have made every effort to make this document as complete and accurate as possible. All Patient Portal Policies and Procedures are subject to change without prior notice. Any questions or concerns regarding the Patient Portal should be brought to the attention of a Medical Assistant or Patient Service Representative.

Patient Portal Information
(Continued)

The following information has been provided to help assist in the set up and navigation of your patient portal. If you require any additional assistance, please reach out to our Clinical Care Teams or visit www.riverchasedermatology.com


My Health

Your first tab available will be **My Health**. The **My Health** tab contains the following information.

|	
Contact Info	You can view your contact information but cannot make any changes.
Insurance and Pharmacy	You can view your insurance information but cannot make any changes. You can, however, add or change your preferred pharmacy.
Medications	You can add or delete medications you are currently taking.
Allergies	You can add or delete your current allergies.
Past Medical History	You can add or delete your medical or surgical histories.
Skin Disease History	You can add or delete your skin disease history.
Social History	You can add or delete your social history.
Quality Measures	This tab is non-functional at this time.
Implantable Devices	This tab is non-functional at this time.
Family History	You can add or delete your family history.
Problem List	You can view a list of your diagnoses as well as an information sheet on each of your diagnoses. No changes can be made to this tab.

Appointments

You can view your Past Appointments, View, Download and Send CCDA's and see Results the provider has posted from the Appointments tab.
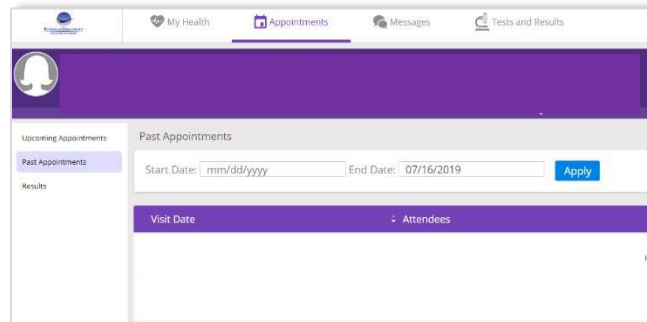
| Upcoming Appointments	You are *unable* to view upcoming appointments.
Past Appointments	You can view your records that the provider has posted by clicking the date in blue.
Results	You can view your test results that the provider posts to the portal.

Messages

In this area, you will be able to send and receive messages from your Clinical Care Team. You are also able to request medication refills by simply sending a message to your Clinical Care Team.
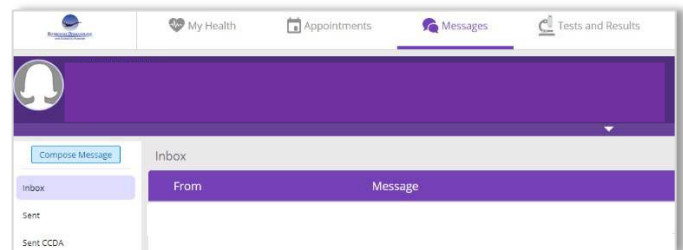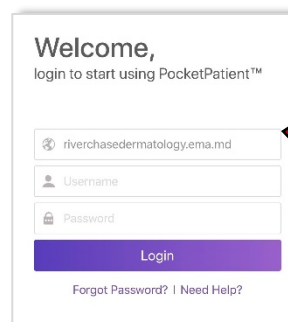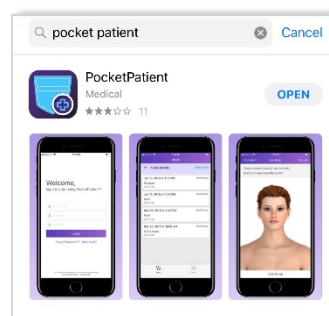

Test and Results

The Test and Results tab will allow you to view the test and results that the provider has posted to the portal. Your test results are typically available within 7-10 business days from the time of your procedure.
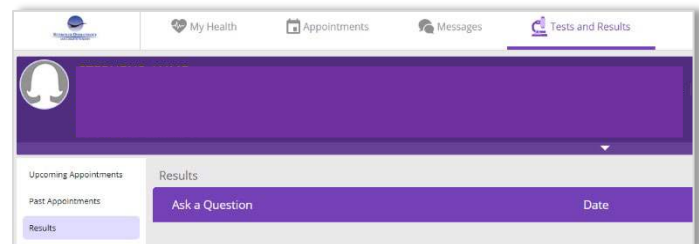
Pocket Patient

Download the App, **Pocket Patient**, to access your patient portal from your smart phone.

In the URL field, insert:

riverchasedermatology.ema.md

MEDICATION REFILL POLICY

- **REFILL REQUEST**: When requesting a refill, please include the name of your medication, strength, and dosing information that is typically found on your medication label. It is also helpful to include the name and phone number of your pharmacy.

- **RESPONSE TIMES**: It is your responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to 48 hours (2 business days) so please be courteous and do not wait to call. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.

- **OFFICE HOURS**: Medication refills will only be addressed during regular office hours (Monday-Friday 8am-5pm). No prescriptions will be refilled on Saturday, Sunday or Holidays.

- **MISUSE**: Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.

- **PRIOR AUTHORIZATIONS**: Some medications require prior authorization. Depending on your insurance this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.

- **APPOINTMENTS**: It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills. New symptoms or events require a clinic appointment. Your provider will not diagnose or treat over the phone

- **QUESTIONS**: If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed please contact us immediately.

THANK YOU,

YOUR CLINICAL CARE TEAM