

Patient Portal Agreement

The Patient Portal is an easy and convenient way to get in touch with your care team. Sometimes, using the Patient Portal may work better for you than a phone call because you and your care team don't need to be available at the same time. Many medical providers and their patients find it works very well for asking and answering questions.

Use the Patient Portal to:

- Ask general questions about your health and your family's health
- Ask questions you may have forgotten to ask at a recent visit
- Send medication refill requests

Do not use the Patient Portal for:

- EMERGENCIES
- Urgent questions (that need an answer the same day)
- Diagnosis or treatment of medical or mental health symptoms
- Complicated questions or concerns that may need more in depth discussion

Please also consider:

- Messages sent through the Patient Portal will become part of your medical record.
- Messages will be answered by your provider, nurses or other qualified staff.
- Messages may be shared with other health care providers involved in your care.
- We try to answer to all messages within one business day. If you do not hear from us by that time, please call us
- Later on, you will be able to do more on the Portal. For example, asking for an appointment or looking up your future appointments.
- For now, you can't use the Portal to send a message to your dentist.
- To protect their privacy, patients aged 12 through 17 will not be able to use the Patient Portal.
- Harbor will give you a temporary username and password. You are responsible for changing your temporary password when you first log in. You must keep your username and password private.
- It is your responsibility to keep your username and password secret.
- Harbor is not responsible if you inadvertently misplace or lose your username or password and someone else uses them to find information about you.
- Harbor will never ask you for your password. If someone calls and asks you for it, they may be pretending to be from Harbor. Do not give them your password.
- Anything you print from the Patient Portal is your responsibility. To protect your privacy, keep these papers safe. Don't leave them in a public place.
- Please don't use abusive language or treat the Patient Portal as a substitute for an appointment. If you use the Portal inappropriately, Harbor may block you from using it.

As a service to our patients, Harbor completes the registration and enrollment process—creating a temporary user name, password and security question. You are responsible for changing their temporary password when you first log in. You must keep your username and password private.

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Enrollment information (patient to complete)

Patient name (please print)	
Patient signature	Date
Date of birth	
Email address	
In what city were you born? (your security question)	

I give Harbor Health Services permission to set up an account for me in the Patient Portal.

I do not want to use the Patient Portal now (I know I can change my mind later).

For patients under 12 or whose care is managed by another person:

To be filled out by parent or caregiver

Name of caregiver (please print)	
Caregiver's signature	Date
Caregiver's email address	
In what city were you born? (your security question)	