

# Patient Portal Consent Agreement

Next Generation Family Practice, PLLC provides a patient portal in partnership with e-MDs® for exclusive use by established patients. The information is maintained by Next Generation Family Practice, PLLC, at its current location of: 1515 Lake Lansing Rd, Lansing MI 48912.

The patient portal is intended to provide the following access:

- Appointment scheduling and rescheduling
- The ability to update patient information, including contact and insurance information.
- Review of medication lists, medical history and visit summaries
- Review of lab results
- Referral requests

Please Note: Responses to "Do Not Reply" communications will not be received. If you need further assistance after receiving a "Do Not Reply" message, you are advised to call the office. In addition, on occasion, technical problems may occur, which cause interruptions in portal communication. Any concerns not addressed within 48 business hours, require a phone call to our office.

**Misuse of the portal may result in the user being disabled from accessing the portal.** Misuse may include:

- Requesting assistance during urgent or emergency situations, which require immediate response.
- Requesting a medical assessment of current or new medical conditions.
- Requesting NEW prescriptions or refills of medications not prescribed by our office.
- Repeated requests submitted within a 48 hour period.
- Criticizing or demeaning members of our medical staff.

## Security

We will never sell/trade/abuse your e-mail address. The data is HIPAA compliant and is protected through encryption that meets the HIPAA and industry standards for safe online communication. We do our best to maintain your privacy, understanding that unforeseen events can occur through online transmissions. To better enhance these security measures, we advise the following\*:

- All requests for password or user name resets be made in person.
- Notify the office of any changes of email address.
- Close the browser after use.
- Do not access the portal from a public computer.

\*Please note that if you share your Patient Portal username and password with another person or leave the portal open, we accept no responsibility in any breach of your confidential medical record information.

Once you have signed the Patient Portal Consent Agreement and have provided a secure email, you will be given a system generated user identification and password. You may then access your portal account at [www.nextgenerationfp.com](http://www.nextgenerationfp.com).

## **DISCLAIMER**

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. Next Generation Family Practice, PLLC, may modify the above terms and conditions at any time. To review changes. Please continue to monitor the portal terms and conditions through our website.

Date: \_\_\_\_\_

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Print Name

EMAIL ADDRESS (print): \_\_\_\_\_