

## Client Portal Authorization

In the event of an emergency dial 911.

Do not use the Client Portal.

### What is the Client Portal?

The Client Portal is a web-based system that allows for secure communication and transfer of information between White Sands Natural Health, LLC and the Client. When a client logs into the Portal, current data is pulled directly from the clinic's database and is displayed on the web page. Client information is NOT stored on the Client Portal server.

### Explanation of and Guidelines for Use of the Client Portal

Due to client privacy laws, we do not accept electronic client communications through traditional email. Our client Portal provides a secure method of messaging to ensure your privacy is in compliance with Federal and State regulations.

After logging in to the Portal a client can:

- Use the messaging function to communicate with staff
- View results of lab and other diagnostic tests
- View upcoming appointments
- Share data with specified family and caregivers
- Be knowledgeable when making treatment decisions
- Request a referral or supplement refill
- View health summary information
- Print or save an electronic copy of health summary

### Response Time

Please do not use the Client Portal for urgent messages. We will normally respond to non-urgent inquiries within 24 hours but no later than 3 business days after receipt. If you have not heard from us within 3 business days, please call the office (850-739-1000) to check the status of your request.

### General Guidelines for Communication

Please be as concise as possible. If your communication contains too many issues or complex issues we will ask you to come in for an appointment to discuss your concerns and questions you may have. Remember that all communications will be part of your medical record. The Client Portal is not designed to replace the face-to-face encounter. Rather, it is designed to supplement those encounters.

### Portal Eligibility

Current clients who are at least 18 years of age are eligible to access the Client Portal. We will provide instructions to clients on how to access the Client portal once they have signed our Client Portal Authorization Agreement.

### Privacy and Security

All messages sent to you will be encrypted. Your email address is confidential and protected information. We will protect this information as we do all of your medical and other personal information. We will not purposefully share this information with a third party unless authorized by you or required by law.

Similar to phone communications, messages may be read and addressed by staff other than the Dr. Shires. Access to our internal network and electronic medical records (EMR) is password protected. Use of the Client Portal is extended as a courtesy to allow enhanced communication between our clients and their Dr. Shires. Abuse of this courtesy will result in our discontinuing electronic communication with you.

### Getting Started

Read and sign the Client Portal Authorization Agreement. By signing the agreement, you are indicating that you have read and agree to all the policies and procedures contained in this document. Once we have received the signed Client Portal Authorization Agreement from you and have authenticated your identity and have a valid personal email address we will hand you instructions on how to access the portal and your login information will be emailed to you.

## Client Portal Authorization Agreement

Name: \_\_\_\_\_

Email: \_\_\_\_\_

### Purpose of this Form

White Sands Natural Health, LLC offers secure electronic access to your medical record and secure electronic communications between our office and you for those clients who wish to participate. Secure messaging can be a valuable communications tool, but certain precautions should be used to minimize risks. In order to manage these risks we have imposed some terms and conditions of participation. Your signature on this form will demonstrate that you have been informed of these risks and the conditions of participation and that you accept the risks and agree to the conditions of participation.

### How the Secure Client Portal Works

A secure web portal is a webpage that uses encryption (a form of electronic security) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the right password or pass-phrase to log into the Portal site. Using the connection channel between your computer and the Web site, you can read, view, or send information on or from your computer. It is automatically encrypted in transmission between the Web site and your computer.

### How to Participate

You may compose, pick up, and reply to secure messages or view information sent to you through the Client Portal. Once you have reviewed, agreed to, and signed our policies and procedures regarding use of the Client Portal, and given us a valid personal email address we will give you instructions on how to use the portal and your login information will be emailed to your personal email address (or that of your caregiver or adult child).

### Protecting Your Private Health Information and Risks

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. However, no transmission system is perfect. We will do our best to maintain electronic security. Keeping messages secure depends on two additional factors:

- the secure message must reach the correct email address,
- and only the correct individual (or someone authorized by that individual) must be able to have access to it.

You are responsible for ensuring that we have your current email address and you agree to inform us immediately if it changes. Protect your username and password information as you would protect your banking information. Safeguard this information so that only you or someone you authorize has access to this information.

If you believe someone has learned your password, you should immediately go to the website and change it. You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times. Access to the Client Portal is a free service but we reserve the right to change this policy if needed. We strive to keep all of your protected health care information completely confidential. Please read our Notice of Privacy Practices for additional information on uses and disclosures.

### Conditions of Participating in the Client Portal

Access to the secure web portal is a service, and we may suspend or discontinue it at any time and for any reason. If we do suspend or discontinue this service, we will notify you as promptly as we reasonably can. You agree to not hold White Sands Natural Health, LLC or any of its staff or physicians liable for network or security infractions beyond their control. By signing this agreement, you acknowledge that you understand the policies and procedure, agree to comply with them and all of your questions have been answered to your satisfaction. If you do not understand, or do not agree to comply with our policies and procedures, do not sign this agreement and do not request access to the Client portal. If you have questions we will gladly provide more information.

### Client Acknowledgement

Signature: \_\_\_\_\_

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

Office Use Only  
Identity Authentication

\_\_\_\_ Picture ID

\_\_\_\_ Person known to me