

Policy and Procedures

Mid-State Health Online Guidelines

- Do NOT use email to communicate if there is an emergency or to communicate about HIV/AIDS
 - In an emergency, call 911 or for urgent needs call the clinic at (603) 536-4000 immediately
 - Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted
- Proper subject matter for Mid-State Health Online communication:
 - Prescription refills, medical questions, lab result requests, appointment reminders or requests, routine follow-up questions, etc.
 - We do not refill narcotics/stimulants through this site, please contact your pharmacy
- Be concise
- Current functionality of Mid-State Health Online
 - Email and secure messaging for non-urgent needs
 - Refill requests (please make sure we have your correct pharmacy information)
 - Viewing of lab results that you have requested to be sent to you
 - Viewing of selected health information (allergies, medications, current problems, past medical history)
 - Referral Requests
 - Appointment requests
 - Future functions
 - ❖ Instant health questionnaire
 - ❖ Other functions are in development to allow easier access!
- Because your login is tied directly to your Electronic Health Record in our office, you do not need to enter information such as phone numbers, addresses, UNLESS they are new or different than you have given us before.
- All communication will be included in your patient record
- Our system will check when messages are viewed, so you do not need to reply that you have read it.
- Privacy:
 - All messages sent to you will be encrypted, see informed consent for explanation
 - Emails from you to any staff should be through Mid-State Health Online or they are not secure
 - We will keep all email lists confidential and will not share this with other parties
 - Other Mid-State Health Center's staff may read your messages or reply in order to help the clinician that has been e-mailed. (similar to how phone communication is handled)
- Response Time:
 - After you agree to the "Policy and Procedures" and sign the informed consent we will attempt to send a "welcome message" to you. This will provide a link to the login screen. We will not be able to communicate via email with you any other way.
 - We will normally respond to non-urgent email inquires within 24hrs but no later than 3 business days after receipt.
 - If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible.
- Cost:
 - At this time Mid-State Health Online access will be free, but at some point in the future MSHC may be charging an Individual account \$10 and Family account \$25 billed annually in January. The year is to be determined.

All Policies and Procedures are subject to change without notice.

Informed Consent to use Mid-State Health Online

Patient Information

Name _____ Date of Birth _____

Address _____

Email Address _____

Purpose of this Form

Mid-State Health Center offers a secure way for our patients to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is, therefore, intended to show 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 Mid-State Health Online Works

Mid-State Health Online is a secure webpage that uses encryption 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 in to Mid-State Health Online site.

How to participate in Mid-State Health Online

- You can compose, pick up, and reply to secure messages or view information sent to you through a Web site hosted by our electronic health records company. Once this form is agreed to and signed, we will send you an email notification that tells you how to register for the first time. This notification will give you the URL (internet address) of the Web site where you can log in. By clicking on the URL you will activate your Internet browser, which will open the Web site. You will then be able to login using the user name and password provided. Next you will be able to look in your “message box” and see any new or old messages or view other parts of your electronic record. Because the connection channel between your computer and the Web site uses “secure sockets layer” technology, you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

You can view more clinic specific information or access Mid-State Health Online through www.midstatehealth.org

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, 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 get access to it.

Only you can make sure these two factors are present. We need you to make sure we have your correct email address and are informed if it ever changes. You also need to keep track of who has access to your email account, so that only you, or someone you authorize, can see the messages you receive from us.

If you pick up secure messages from a Web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Web site and change it.

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.

We understand the importance of privacy in regards to your health care and will continue to strive to make all information as confidential as possible. We will never sell or give away any private information, including email addresses, without your written consent.

Conditions of Participating in Mid-State Health Online

Access to Mid-State Health Online 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. You agree not to hold Mid-State Health Center or any of its staff liable for network infractions beyond its control.

Before you were given this form, we provided you with our policies and procedures for using Mid-State Health Online. We need you to understand and comply with these, and by signing this form below you will acknowledge that they were explained to you and that you agree to comply with them. If you do not understand, or do not agree to comply with our policies and procedures, do not sign the form. If you have any questions we will gladly provide more information.

Patient/Guardian Acknowledgement

Signature _____

Date _____

If you are fourteen (14) years of age or older you may ask that your parents not be allowed to view your (electronic) medical record. Because we cannot separate certain information in your (electronic) medical record, if you allow your parents to view your record, they may see information about any treatment you receive, including information related to drug abuse or sexual activity.

Please sign below if you give your parent(s) or guardian permission to view all your information. If you do **NOT** want this, please check this box.

How to Use Mid-State Health Online

1. Request access from Mid-State Health Center
 2. Review, agree to and sign the policies and authorization form provided for you.
 3. After this is complete and after we have processed your request, you can expect to see a welcome email. On this email you will click on the URL link (web page) and use the assigned login and password.
 4. Once logged into the Mid-State Health Online, you should go to “My Account” on the top right of the page. Here you can change your user name and password to something only you will know. *This is essential to make sure your information remains secure and private!*
 5. **Please make sure info@midstatehealth.org is on your safe list so that the email does not end up in your spam folder.**
- After the above is complete- you should be able to use the site!

Available Components:

1. *Messages:* This allows you to send and receive secure email to/from our staff. This may include attachments, pictures, or other information. Use of this is very similar to standard email. Here you can also request a referral, ask billing questions, or even make suggestions on how we can improve the site. **DO NOT LEAVE URGENT MESSAGES HERE.**
2. *Lab/Test results:* Here you can receive copies of labs/tests done in the office, their results, and any explanations or comments done by your provider. This is a read only area, but if you have questions, you can email us in the messages section
3. *Health Summary:* Here you can view information entered into various parts of your electronic health record. These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. We are going through on a regular basis and updating this with past forms you have filled out in the office. So if it isn't complete, we still have the information but it is not yet entered in a way you can view it through the Mid-State Health Online. Here you can also make suggestions/comments on the information added, but it will not be a permanent part of your chart until approved by our staff.
4. *Medications:* Here you can see current and past medications written by our office or entered by our staff. You can also request REFILLS here. Please make sure we have your accurate pharmacy information.
5. *Appointments:* In this section you can view upcoming appointments or see requested appointments. You also have the ability to request appointments.

**Our clinic's main website is www.midstatehealth.org
More general information about our clinic and medical links/information is located here**