

Policy: ___ provides timely clinical advice to its patients using a secure, interactive, electronic system. Patients have 24/7 access to the patient portal and all of its features.

Procedure: Each patient at ___ has access to our patient portal. The patient portal is located on our website at ___. Within this secure, interactive, electronic system, patients will be able to access clinical advice to their questions, have access to two-way electronic messaging as a form of communication with his or her provider, have the ability to request appointments and request medication refills. Patients also have access to lab results when made available via our patient portal. Our hours of operation are ___

We encourage patients to use the portal at any time; however messages sent late in the day are held until the next business day. Messages and requests are typically handled within 1 – 2 business days depending on the urgency of the message.

Signature of Approval: _____ Date: _____

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY