



Patient Portal Consent and User Agreement

RehabOne Medical Group, Inc. offers the patient portal website in partnership with Meditab Software, Inc. for the exclusive use of its established patients. The patient portal is designed to enhance patient communications with the practice. We strive to ensure the information in your records is accurate. If you identify any discrepancy in your records, you agree to contact us immediately. By signing this document, you agree to provide factual information.

The use of the patient portal is entirely voluntary. The quality of care you receive from RehabOne Medical Group, Inc. will not be impacted should you decide against using the patient portal.

Patient Portal Features:

- View past and future appointments
- Access your clinical health record summary including but not limited to documents, labs, prescriptions, and vital signs
- Compose and receive messages to and from your medical provider
- Ability to update your profile and insurance information
- Request an electronic copy of your health information

Additional functionality may be added in the future.

The Following Limitations Apply:

- No emergent communications or services
 - In the event of an emergency, call 911 or go to your nearest emergency department
- No internet-based diagnostic medical services
- No requests for refills of opioids (narcotics) or benzodiazepines
- No requests for medications that are not currently prescribed by a RehabOne medical provider

If mistreatment or negligent usage of the patient portal persists beyond notice, we reserve the right at our own discretion, to terminate the patient portal services, suspend user access, or alter services offered through the patient portal.

Health Information Privacy: Please review our HIPAA policy for information on how private health information (PHI) is used at RehabOne Medical Group, Inc. All patients have signed a HIPAA agreement form and have been given a copy of our policies. If you do not recall having signed a HIPAA agreement form or would like to reacquaint yourself with our HIPAA policies, it is our pleasure to provide you with a copy to review upon request.

While we believe that we have created a safe and secure IT infrastructure to house data, it does not guarantee that unforeseen adverse events cannot occur. RehabOne Medical Group, Inc. has undertaken rigorous IT implementation and enforced security standards exceeding industry recommendations.

Site Access: Once you have signed the Patient Portal Consent and User Agreement and have provided RehabOne Medical Group, Inc. with a valid email address that is secure, an email will be sent to you containing a unique user identification and detailed instructions for accessing the patient portal. After initial setup, the site may be accessed in two ways:

- Directly by visiting this URL: <http://Portal.RehabOne.com>
- Please visit the RehabOne Medical Group, Inc. website: www.RehabOne.com
 - Click on the Patients tab at the top of the page and select Patient Portal
 - Or, select the Patient Portal icon on the home page

While the patient portal is user friendly, limited technical support questions may be directed to (408) 445-8400. Please note that while the patient portal may be accessed via a smart phone or tablet, errors tend to occur more frequently. For ease of access, we advise you to use a laptop or desktop computer.

Patient Acknowledgement and Agreement: I acknowledge that I have read and fully understand this consent form. I have been provided information about the risks and benefits of the patient portal and agree that I understand the risks associated with online communications with my RehabOne medical provider as outlined herein. I agree to adhere to the policies set forth herein, as well as any additional instructions that my RehabOne medical provider may enforce for patient portal communications.

Name: _____ **DOB:** _____

Date: _____ **Signature:** _____

Email Address: _____