Patient Portal – Instructions

Olathe Health System (Olathe Medical Center, Miami County Medical Center and Olathe Medical Services) is offering a Patient Portal (the “Portal”) as a courtesy for established patients. The Portal, IQHealth®, is a HIPAA-compliant communication tool from Cerner Corporation. This document informs you of the facts and risks associated with the use of the Portal. By signing below, you confirm that you have read, understand, and agree to comply with these instructions for the Portal.

Obtaining Access to the Portal
Patients desiring access to the Portal must visit the clinic office and complete the following:

- Present current identification to include: Name, Date of Birth, Insurance, Email Address *, Phone Number.
- Read and sign the Agreement to Use Patient Portal form * *
- Read and sign the Patient Portal – Instructions form
  * We recommend you use a non-work email address, since employers generally have access to read email.
  ** A separate form is required for each patient, including children.

After you read and sign the Agreement to Use Portal and this form, we will initiate a process that sends a Portal welcome invitation email to you. The email invitation will enable you to claim a ticket for access to the Portal so that you may complete Portal registration and account creation. If you have not received an email from us within 3 business days of signing the Agreement form, please call the clinic office.

Portal Support – for your Questions
Support for the Portal is provided by our electronic health record (EHR) vendor Cerner Corporation. Support may be reached 24 hours a day, 7 days a week (1-877-621-8014).

DO NOT USE the Portal for:

- Emergency communications or services. For emergencies and urgent conditions, use urgent care, emergency department, or call 911.
- To request a refill. Please directly contact your pharmacy for refills.
- To request a prescription for a new medication. This can ONLY be done in-office.
- To request an e-visit or e-consultation. The Portal does not support this type of service.
- To reply that you have read a message, unless directed to so. The Portal indicates when messages are read.
- For exporting protected health information (PHI). The Portal does not have capability to do so.

USE THE PORTAL for these activities and services:

- Viewing your medical records and information, or records for which you have been granted proxy authority by a child or another patient in your care.
- Engaging in secure patient-to-provider messaging.
- Requesting a new, or rescheduling or cancelling an existing, appointment.
- Requesting prescription renewal.
- Viewing clinical summary and selected lab results from your records at Olathe Health System.
- Granting others authority (proxy) to view your health information.
- Changing the email address to which the Portal sends notifications and alerts.

Proper Subject Matter and Guidelines for Portal Messaging:
The Portal’s messaging capabilities are similar to other email tools, but a primary difference is that all Portal messages are saved to the patient’s permanent medical record. Please be aware of the following:

- Avoid sending sensitive subject matter emails (e.g., mental health, sexual issues or diseases). Please see your doctor to communicate this information.
Please be brief and concise to avoid unnecessary multiple message exchanges with the physician or office. Messages may be read by the physician, nurse, or other authorized medical staff to facilitate your care.

**Responses to Messages:**

Our office responds to Portal messages according to the following guidelines:

- Responses to Portal messages are normally sent within one business day.
- Responses to Portal messages, even though originally addressed to your physician, may come from the physician’s nurse, staff, or other medical professional authorized to view and respond to messages.

**Portal Security and Privacy:**

Cerner’s IQHealth® patient portal is a HIPAA-compliant connectivity solution that uses secure socket layer (SSL) encryption to safeguard portal communications and your data. All access to our internal network and a patient’s electronic medical records (EMR) is password-protected. You are required to keep your Portal user ID and password secure so that only you, or someone authorized by you, can gain access to your information. If you think someone has obtained your Portal password, please immediately go to the Portal site and change it, and also notify us.

Your email address is used for sending IQHealth notifications and alerts regarding messages to you. Please be aware that Olathe Health System will not send you emails asking for your credit card number, social security number or other personally identifiable information.

We protect your email address as we do your medical and personal information. If you think someone has compromised your email account or its password, you must take steps to ensure your privacy by utilizing the procedures recommended by your internet provider. If you change your email address for any reason and fail to notify us, you agree to hold us harmless from any claim or liability resulting from notices being sent to a former email address.

We strive to keep all information in your medical records correct and complete. Please notify us immediately if you discover any discrepancy in your medical record or with your personal information.

**Suspension or Termination of Portal Access and Use:**

Olathe Health System and Cerner Corporation manage the Portal for the benefit of all established patients, or caregivers with proxy associated with a patient’s care. Upon determination of any misuse, abuse, or inappropriate access of the Portal by any user, Olathe Health System reserves the right at our own discretion to suspend or terminate the Portal offering, suspend or terminate individual user access, or modify functionality or services offered through the Portal.

**Patient Identity Information & Acknowledgement**

I acknowledge that I have read and fully understand these instructions for the Portal. I have been informed of the recommended uses for the Portal, proper subject matter for Portal messages, expectations for clinic responses, and the importance of keeping the Portal user ID, password, and email address secure to ensure the protection of my account and information.