

PATIENT PORTAL AUTHORIZATION FORM

The Patient Portal is designed to improve patient communication with the Medical Staff at Mid-Cities Allergy & Asthma Center. The Patient Portal does not replace face-to-face encounters with the physician, but rather, it supplements those encounters. Once you are established as a patient and have provided us with your secure email, you will be assigned a **User ID** (generally your email address) and temporary **Password**.

After your Patient Portal registration is complete, you will be permitted the following:

- Update your contact information, medication list, medical problems
- Request and cancel appointments
- Communicate with our medical staff
- Review and print your treatment history, lab and x-ray results, and other medical forms
- Receive reminders through your email or by text message
- Sign-up for electronic statements and securely pay your outstanding balance

The following will **NOT** be accepted through the Patient Portal:

- Receiving medical advice
- Requests for narcotics/controlled medications
- Requests for refills for medications not currently prescribed by our providers

Online communications should NEVER be used for life-threatening emergency communications or urgent requests. If you have a medical emergency, call 911 for assistance. If you have an urgent request, please contact the office by telephone.

Patient Portal Guidelines:

- If you forget your password, you may request another one through the Patient Portal by clicking on "Forgot Your Password?" link within the Portal Login box on our homepage at <https://midcitiesallergy.myezyaccess.com>
- The Patient Portal is provided as a courtesy service for our patients. There is no fee to use the Patient Portal
- Messages sent via the Patient Portal are typically handled within 2 business days. If your doctor is out of the office, your request may be held until your doctor returns to the office. If you have not heard from us within 3 business days, please call our office to check the status of your request.
- We reserve the right to suspend or terminate access to the Patient Portal at any time and for any reason
- If your message contains too many complex issues, we will ask you to schedule an appointment
- All information and communications on the Patient Portal are considered to be part of your medical record
- The patient or legal guardian must be at least 18 years of age to be eligible to access the Patient Portal

The Patient Portal uses encryption to keep unauthorized persons from reading communications, information, or attachments while they are in transmission. It is imperative that our practice has your correct email address and that you inform us of any changes to your email address. You are also responsible for deciding who has access to your Patient Portal account as those individuals will be able to access your protected health information. If you believe your Patient Portal password has been compromised, you should promptly change the password.

Patient Acknowledgement and Agreement: By signing below, I verify that I have read and fully understand the Patient Portal Authorization Form and the guidelines for using the Patient Portal. I understand the risks associated with online communications between my healthcare provider and me, and consent to the conditions outlined herein. I agree to follow the instructions set forth herein and on the Patient Portal.

Email Address of Patient Portal User (User ID)

Printed Name of Patient or Parent/Legal Guardian

Signature of Patient or Parent/Legal Guardian -- Today's Date