



Patient and Family Request for Pisgah Family Health Patient Portal

The Pisgah Family Health Patient Portal is intended to provide our patients with enhanced access to our staff and providers. The Portal is a convenience allowing the ability to request appointments, request medication refills, view laboratory and test results, access medical histories, and to communicate with staff online.

The health summary represents any problem or issue you may have ever addressed with your provider and may not represent a current assessment of your medical issues. If you would like to make changes to your health summary, medication list, or demographic information you can notify our office through the Portal. Pisgah Family Health staff will strive to respond to all requests and messages sent through the Portal within 24 hours during regular business hours. Portal messages will not be checked during holidays, weekends or other days when the office is not open. I understand I must call if I have not heard a response within 48 hours. I must inform Pisgah Family Health staff if I have not received laboratory or test results within 2 weeks.

Pisgah Family Health has a legal and ethical responsibility to protect both the privacy of all patients and the confidentiality of their protected health information. All messages are encrypted and stored in a secure web based portal. You can only access your protected health information by entering a user name and password.

Pisgah Family Health will do its best to assure adequate technical support for the Patient Portal but cannot take responsibility for unforeseen technical issues that may compromise functionality. If at any point there is a question about potential technical problems you should contact Pisgah Family Health immediately.

I understand:

- the Patient Portal should never be used for urgent or emergency issues, messages, or requests. If an issue demands immediate attention I understand that I must call the office by phone directly.
- it is my responsibility to protect the user name and password that I am assigned. I understand that I should never share this information and accept full responsibility if this information is given to other people. If for any reason I feel this information has been compromised, I will either change the password using the tools provided and/or notify Pisgah Family Health immediately.
- Pisgah Family Health Patient Portal will allow me to view the records for myself or my children only. If I gain access to another patient's information, I am not allowed to view this information and must notify Pisgah Family Health immediately. I agree that Pisgah Family Health will not be liable for inappropriate disclosure of information due to unauthorized use of my user name and password.
- the Patient Portal is an optional service and may be terminated at the request of the patient at any time. This may also be terminated if patient care is transferred or patient is discharged from the care of Pisgah Family Health.
- violation of this agreement may result in loss of access to the Pisgah Family Health Patient Portal.



Patient and Family Request for Pisgah Family Health Patient Portal

By signing below, I have read and agree to abide by this agreement.

**Patient requesting portal access:
(Must be 18 or older)**

Patient Name _____
Date of Birth _____
Email Address _____
Patient Signature _____
Date _____

**Dependents of patient requesting portal access:
(Must all live in the same household)**

Dependent Patient Name _____
Date of Birth _____

Dependent Patient Name _____
Date of Birth _____

Dependent Patient Name _____
Date of Birth _____

Dependent Patient Name _____
Date of Birth _____

If you have any questions regarding completing this agreement, please call our office.

Gary A. Curran, MD
Melissa Martinez, PA-C
Pisgah Family Health, P.A.
Telephone number (828) 670-7077
Fax number (828) 670-7035