

Princeton Medical Group, P.A. Patient Portal Policies and Procedures

Princeton Medical Group (PMG) offers its patients, as a courtesy and as an optional service, the use of a secure web-based portal (the "Portal"). To use the PMG Portal, you must enroll in the Portal system. You must agree to the PMG Portal Policy and Procedures by signing the Informed Consent and User Agreement. The practice will then enter your name, address, phone number and email address into the Portal and will provide you with your access code to the Portal's Web site.

In your "Welcome to the Patient Portal," there are instructions regarding how to sign into the portal the first time. You will need your access code in order to complete this step. A confirmation email will be sent to notify you when you have successfully completed the enrollment process.

Important Information Regarding the Patient Portal

- **THE PORTAL IS ONLY VIEWED BETWEEN 8:30 AM - 5:00 PM MONDAY-FRIDAY.**
- Use is limited to non-emergency communications and requests.
 - **DO NOT USE THIS PORTAL FOR SYMPTOMS OR SYMPTOM RELATED QUESTIONS**
- The PMG Portal is not continuously monitored.
- If you feel there is an emergency, call 911 or go to the nearest emergency room.
- You should normally allow up to 48 business hours to receive a response from your physician/provider or the staff to your communications and requests.
- The Portal does not provide internet based diagnostic, triage and other medical services. A diagnosis can be made and treatment rendered only after the patient sees his/her physician/provider at the office.

PMG Patient Portal Features

- Access to Health Information: You may view a clinical summary concerning your most recent office visit, as well as lab and test results. You may request an electronic copy of your health information.
- Appointment Requests: You may request an appointment at our three offices. This is a request only, and the office staff will contact you via the Portal's messaging system or by phone with an actual scheduled appointment day and time.
- Medication Request: You may request a renewal of prescriptions for medications. Requests will not be accepted for new prescriptions or refills for conditions for which you are not being treated by your physician/provider at PMG. PMG will not renew prescriptions for narcotics and other controlled substances through the Portal; you must call the office regarding such matters and for initial prescription requests. You should allow up to 48 business hours for PMG to complete your refill request

- **Messages:** You may send messages to your physician/provider or the staff, and you may view and respond to messages they send to you. These messages may address requests for test results, or billing matters. Communications regarding sensitive subject matters, such as mental health, or HIV are not permitted through the Patient Portal. Messaging is never to be used for urgent or emergent medical problems. Princeton Medical Group reserves the right to disenroll a patient if PMG deems their use of the Patient Portal as inappropriate or dangerous.
 - Examples of **inappropriate** messages include:
 - “Why do I have pain in my stomach?”
 - “What should I do about my rash?”
 - “I want an antibiotic for my cough.”
 - Examples of **appropriate** messages include:
 - “May I change my appointment to another day?”
 - “Please send my prescriptions to a new pharmacy.”
 - “Please send my test results to my surgeon.”
- **Additional Functionality:** Currently you are not able to upload information into the portal. Nor are you able to make changes to your demographic information, or changes/additions to your health records, or medication list. Additional functionality such as these processes may be added in the future.

Etiquette When Using the Portal System

- Confirm that your name and other personal information in a message is correct.
- Please be concise.
- Review the message before sending it to make sure that it is clear and that all the relevant information is included.
- The system will send a notification to your email address when a message has been sent to you in the Patient Portal.
- Your physician/provider or the staff, in their judgment, may decline to respond to a communication, or to protracted communication requests, and may ask you to schedule an appointment at the office concerning the matter.
- You are responsible to update your contact information with the office as soon as it changes, including the email address you designate for messages outside of the Portal system.
- Although your physician/provider or the staff will use reasonable efforts to respond within 48 business hours of receiving your request, you are responsible to monitor whether you have received a response to your requested communication. If you have not received a response to a communication request, you should call the office.

Privacy

- All messages sent to you will be encrypted.
- Electronic messages from you to your physician and any office staff should be through the Portal. Messages outside of the Portal system are not secure. Your physician and

the office staff will normally send electronic communications only through the Portal's system, except as noted otherwise in these Policies and Procedures.

- Any of PMG staff may read your messages or reply to you, so that you may receive a response in a timely manner.

Privacy Protection of Your Health Information

All communications concerning your personal health information carry some level of risk. While the likelihood of risks associated with the use of our Patient Portal communication system is substantially reduced, there are risks which are important for you to understand. It is important for you to consider these risks each time you intend to communicate with us using the Portal system. You should communicate in a manner that reduces the likelihood of the risks occurring.

- Do not store, send or access messages on your employer-provided computer or hand-held device. Personal information is normally accessible by your employer.
- Use a screensaver or close your messages so that others nearby cannot read them.
- Keep your username and password safe and private.
- If you think someone has learned your password, you should promptly change it using the Portal.
- Never use a public computer to access the Portal.

PMG, its physicians, and staff are not responsible to you for security infractions or intrusions resulting from your failure to follow prudent security measures when you access the Portal, including those described above, or for network infractions beyond PMG's reasonable control.

Access, Use of Online Communications and Conditions of Participation

- The Portal is offered by PMG, as a courtesy and as an optional service. Use of the Portal is restricted to current patients and is subject to all terms and conditions of the PMG Patient Portal Policies and Procedures.
- All communications via the Portal will be included in the clinical record maintained by PMG.
- Online communication does not replace any of the other ways in which you can communicate with your physician/provider. It is an additional option and not a replacement. You are encouraged to contact the office via telephone, mail, or in person if you need further assistance.
- In addition to online communication, you may be directed to contact us via telephone or in person at any time.
- PMG does not guarantee that the Portal system will be accessible 24 hours a day, 7 days a week. The Portal system may be unavailable, without prior notice to you, due to routine maintenance or due to circumstances beyond the control of PMG. PMG may suspend or terminate operation of the Portal without advance notice to you. PMG and its physicians and staff shall have no liability or responsibility to any patient or other

person authorized by the patient who is unable to access the Portal system for any reason.

- PMG does not permit minors to use the Portal, whether or not they are legally emancipated.
- PMG may disenroll at any time, without prior notice and without cause or for cause in its discretion, a patient or other individual from use of the Portal.
- By logging onto the Portal, you agree to all terms and conditions of the PMG's Patient Portal Policies and Procedures, and any amended or superseded Policies and Procedures adopted by PMG. PMG may amend, supersede or rescind its Patient Portal Policies and Procedures at any time, without prior notice. PMG will make reasonable efforts to post such matters on the Portal, but by logging onto the Portal you agree to any such amended or superseded Policies and Procedures. PMG shall have the discretion to determine how its Patient Portal Policies and Procedures apply in a given situation, and its determination shall be final, binding and non-reviewable. PMG is the owner of all of its records and data, whether in electronic, paper or other form, subject to such access, copying and other rights as may be provided to the patient by federal and state law.
- If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify PMG via a secure message on the Portal or by a phone call.

Centralized Phone No. 609-924-9300

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