



For Office Use Only:

Apply Patient Label Here

MY PMG PATIENT PORTAL USER AGREEMENT

Pioneer Medical Group (PMG) offers the Follow My Health Patient Portal for the exclusive use of our established patients. The **MY PMG Patient Portal** is designed to enhance patient-physician communication.

When using the **MY PMG Patient Portal** your physician will be able to send the following contents (if applicable) to your individual account:

- Appointment requests, rescheduling or cancellations
- Labs and other diagnostics test results
- Secure messaging with your PMG provider
- Prescription review and refill requests (only medication prescribed by our PMG providers will be accepted)
- Clinical summaries
- History of current medications

NOTE: This is **NOT** a comprehensive inventory of all medical records from PMG. The **MY PMG Patient Portal** record may not be considered an acceptable substitute for certified records from PMG for legal proceedings.

While the **MY PMG Patient Portal** is user friendly, you may have questions. PMG offers limited technical support to assist you if needed. Please contact us by calling us at (888) 752-1174 or by sending an E-mail to: MyPMGPatientPortal@PioneerMedicalGroup.com. We are available Monday through Friday, 8:00 a.m. to 5:00 p.m.

PMG personnel, including the front desk staff, medical assistants and nursing staff, will be reviewing your requests and routing them to the appropriate staff members to handle. Patient Portal inquiries will not be checked by our staff on the weekends. Our normal business hours are Monday through Friday between the hours of 8:00 a.m. to 5:00 p.m. Please allow 48 hours from the first business day after your request is submitted for our staff to respond.

Please note: health information you input or delete in the **MY PMG Patient Portal** will not be transferred to your permanent PMG electronic health record. Always inform your PMG Provider of any changes to your health information during each office visit.

We strive to keep all of the information in your records correct and complete. By using the **MY PMG Patient Portal**; the user agrees to provide factual and accurate information and to notify us immediately should you identify any discrepancies within your record.

When using the **MY PMG Patient Portal**, the following limitations will apply:

- NO Internet based triage and treatment requests will be accepted. Diagnosis can only be made and treatment(s) rendered during/after the patient's office visit with the PMG Provider.
- NO narcotic pain medication prescription requests.
- NO new prescriptions or refill requests for conditions treated by Non-PMG Providers will be accepted.
- **No emergent communication/services are available through the MY PMG Patient Portal. All emergent conditions should be handled by calling the office directly, visiting our After Hours Clinic or an Emergency Room, or by calling 911 for all life threatening emergencies.**
- In order to receive confidential E-mail messages, you are responsible for maintaining a current and valid E-mail address with the **MY PMG Patient Portal**.

PMG is dedicated to protecting our patient's Protected Health Information (PHI) and follows all government and state requirements to assure our patients that their PHI is safeguarded. Please refer to the Health Insurance Portability & Accountability Act (HIPAA) Notice of Privacy Practices on how your PHI is used at PMG. Online communications to and from PMG is highly confidential and we require you to also safeguard this information by agreeing to the following:

- Always use a screen saver or close your messages to protect others from reading.
- Keep your passwords safe and private.
- Do not provide others with your password. If you share your password with others, PMG will not be responsible for violation of confidentiality.
- Do not access the patient portal through any employer maintained/owned computer. Do not use a work E-mail address to register for the portal because your PHI could be accessible and/or owned by your employer.

This **MY PMG Patient Portal** is provided as a courtesy to our patients. However, if abuse or negligent usage persists, we reserve the right at our discretion to terminate, suspend user access and/or modify services available through the **MY PMG Patient Portal**.

Patient Acknowledgement and Agreement:

- I acknowledge that I have read and fully understand this Patient Portal User Agreement.
- I have read this document and I understand the risks associated with online communications between my physician and myself, and consent to the conditions outlined herein.
- I understand that emergent or urgent issues must be handled by calling the office directly, going to the After Hours Clinic or Emergency Room, or by calling 911 should the emergency be life threatening.

The **MY PMG Patient Portal** is entirely voluntary and will not impact the quality of care I receive should I decide against using the **MY PMG Patient Portal**. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications. I agree that Pioneer Medical Group (PMG) is not responsible for any claim or action arising out of my misuse of the **MY PMG Patient Portal**. I have been given the opportunity to ask questions related to this agreement and my questions have been answered to my satisfaction.

MY PMG Patient Portal User Agreement

Patient Last Name (Please Print)

Patient First Name

Date of Birth (Month/Day/Year)

Home Phone Number

Email Address (Please Print Clearly)

Patient Signature

Date

For Pioneer Medical Group Use Only	
Patient I.D. Verified by (Please Print): _____	
Office Location and Department: _____	Ext: _____
Physician: _____	MRN: _____
Patient Portal Registration Processing:	
Date Received: _____	Date Completed: _____