

## The Northeast Iowa Family Practice Center WebView Patient Portal Agreement



Each patient must agree to this "Patient Portal Agreement" before using the WebView Patient Portal. After reading the terms of this agreement, click on the button below to continue your access:

- ◆ I understand that the WebView Portal is NOT to be used for urgent or emergency situations. **In the event of an emergency, I will call local 911 services or go directly to the emergency room.** Symptoms such as chest pain, chest pressure, shortness of breath or blood loss may require immediate medical attention.
- ◆ I understand it may take up to 24 hours to receive a response to an email request. I understand that if I do NOT get a response within 24 hours, I will call the FPC at (319) 272-2112. Clinical summaries will be available in 72 hours.
- ◆ I understand that if I lose my password or username, I may request a new one in person at FPC after providing valid identification.
- ◆ I understand that I should remember to log out and close my browser when I am finished accessing password protected WebView Portal services. This prevents access others may have to my personal health information if I leave, share, or use a public computer (i.e., library, kiosk, internet café).
- ◆ I understand that the WebView Portal will NOT be used to request prescriptions/refills; FPC requires refill orders to be called in directly to your local pharmacy. Pharmacy information is provided on this website.
- ◆ I understand that providers and staff at FPC may use the WebView Portal to communicate any lab and test results to me, and I accept this method of communication.
- ◆ I understand the terms and conditions of this disclaimer and user agreement may change periodically. Such modifications will take effect immediately upon posting on the web site. I understand that I should review the agreement routinely for changes and modifications.
- ◆ I hereby agree to indemnify, defend, and hold harmless the Practice and its agents, employees, successors and assigns from and against any and all actions, claims, suits,

### Helpful Hints when using WebView

- ◆ Select a password with a minimum of 6-16 characters. One must be a letter, one to be a number and one a special character.
- ◆ Your username is case sensitive.
- ◆ Each family member will require a unique username.
- ◆ When sending messages, be sure you are logged into your correct chart.
- ◆ Do not send messages for another person if you are logged in on your chart.
- ◆ Do not send multiple questions for multiple family members in one message.
- ◆ You must use separate log ins and send separate messages for the appropriate family member.
- ◆ All messages may have many replies as long as it is on the same single topic.
- ◆ Start a new message if you have a new or unrelated issue.
- ◆ All messages are being directed to the MyHealthCare Team for faster, efficient response.

demands, damages, judgments, losses and any other costs, liabilities and expenses, including reasonable attorneys' fees and collection costs arising from any act, error, or omission of the Practice and the provision of or failure to provide any of the Services within the scope of the WebView Patient Portal duties as outlined in this Agreement, including but not limited to, advisory and consulting services.

- ◆ I understand that access to WebView will be monitored through a logon audit.
- ◆ I understand that this Agreement is designed to, and by express agreement between the parties, does in fact reach as far as Iowa law permits.

By signing the Agreement I understand and agree to all the terms and conditions in the Agreement. The invalidity of any provision(s) or portions of provision(s) of this Agreement shall not affect any other provision(s) or portions thereof. In the event that one or more provisions (or portions thereof) of this Agreement are declared legally invalid, the remainder of this Agreement shall remain in full force and effect. Changes in the law affecting the terms of the Agreement shall be deemed incorporated upon their effective date. I understand that the availability and functionality of this WebView Patient Portal may change without prior notice. I understand and agree to not hold Northeast Iowa Family Practice Center, nor its employees or officers liable for any unanswered WebView Patient Portal requests or messages.

If you agree to these terms please select "I AGREE" to be taken to the WebView sign on page.

**I AGREE**

To print this agreement, hit the "printer" button at the top of your tool bar.