



The McGregor Clinic

" . . . giving voice to patient choice."

Patient Portal Policy

The McGregor Clinic, Inc. provides the *My Clinic Portal* for the exclusive use of its established patients. The patient portal is designed to enhance patient communication with the clinic. All users must be established by a previous office visit. We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately.

A secure web portal is a type of webpage that uses encryption to keep unauthorized persons from reading communications, information, or attachments. This method of communication and viewing prevents unauthorized parties from being about to access or read messages while they are in transmission. However, keeping messages secure depends on two additional factors. **1) The secure message must reach the correct email address and 2) Only the correct individual (or someone authorized by that individual) must be able to have access to the message. It is imperative that our clinic has your correct email address and that you inform us of any changes to your email address.**

You should keep track of who has access to your email account so that only you, or someone you authorize, can see the messages you receive from us. You are responsible for protecting yourself from unauthorized individuals learning your password. If you think your password has been compromised, you should promptly go to the website and change it.

Once you have established as a patient of The McGregor Clinic, Inc. and you have provided us with your secure email you will be sent an email with instructions to enroll in the patient portal called *My Clinic Portal*. After you have registered with the portal you will be allowed the following:

- Update your contact information
- View your upcoming appointments
- Request appointments
- Request prescription refills
- View your medical summary, medication list, treatment history and visitation dates
- Send secure messages to your medical provider or case manager
- View statement balance

The following will **NOT** be accepted through the patient portal:

- Requests for narcotics/controlled medications.
- Requests for refills for medications not currently being prescribed by a McGregor Clinic Medical Provider
- Medical Advice that requires you to be seen by a Medical Provider

Online communications should never be used for life threatening, emergency communications or urgent requests. If you have an emergency or urgent request, you should call 911 or your medical team by telephone.

The patient portal is provided as a courtesy to our valued patients. We are focused on providing the highest level of service and health care. However, if abuse or negligent use of the patient portal persists, we reserve the right, at our own discretion, to terminate the patient portal offering, suspend user access, or modify services through the patient portal.