



eMessenger/Patient Portal Instructions & Informed Consent

The Health Center of Southeast Texas provides a Patient Portal, in partnership with our electronic medical record vendor eClinical Works, as a free service to our patients who wish to view parts of their record and communicate with our staff. Secure messaging can be a valuable communication tool but has certain risks. In order to manage these risks, we need to impose some conditions of participation. By signing the Consent Form, you agree to these conditions.

What eMessenger/Patient portal allows you to do:

- E-Messenger allows The Health Center of Southeast Texas to send voice messages to patients, as well as SMS text messages.
- E-Messenger sends Appointment reminders.
- E-Messenger notify our patients of any schedule changes (Ex: clinic closes due to bad weather conditions, provider is pulled away for emergency, etc.)
- Healow texts notify patients of normal lab results. **Patient will have to notify HCSET if lab results are not received after 15 days.**

eMessenger/Patient Portal Is NOT intended to provide phone base diagnostic medical services. In addition the following limitations apply:

- No phone base triage and treatment requests. Diagnosis and treatment can only be rendered after the patient schedules and visits the provider.
- No emergent communications or services. In an emergency, it is always recommended to call 911.
- If you or a dependent is SICK, please call our office at either location to schedule an appointment.
- No requests for narcotic pain medication or stimulants will be accepted.
- No messaging of sensitive subject matter (HIV, mental health, etc.) is permitted. Please call our office at either location regarding such matters.

**** PLEASE NOTE: All communication via eMessenger/Patient portal becomes part of your permanent patient record. ****

Protecting your PHI (Private Health Information) and Risks Involved:

- This method of communication and viewing prevents unauthorized parties from being able to access, or read messages while they are in transmission.
- Keeping messages secure depends on two additional factors:
 1. Secure messages must reach the correct phone number, and only this individual must be able to access it.
 2. It is **very important** that you keep us up to date on the correct phone number, and **inform us of any changes.**

Our Intent:

It is our intent to offer the eMessenger as a service to our patients. We will provide adequate notice of any changes. We understand the importance of privacy in regards to your healthcare and PHI, and will continue to strive to make all information as confidential as possible. We will keep all phone numbers secure and never purposely share or release this information with any third party without your consent.

How is my data stored?

All data is stored at The Health Center of Southeast Texas and is HIPAA compliant. Please read our Privacy Policy for more information on how HCOSET handles PHI. All new and established patients have signed a HIPAA agreement form. You agree not to hold HCOSET or any of its staff liable for network infractions beyond its control.