

TDC

THE DOCTORS CLINIC

Patient Portal

Connecting You Electronically to TDC



We are pleased to announce the introduction of online patient services through our clinic website. Once you register, you will have electronic access to our practice and be able to:

- Email your physician (*non-urgent clinical questions*)
- Pay your bill online
- Request an appointment
- Request medication renewals
- Access your medical records

We are excited about our patient portal and hope you will register and starting taking advantage of these great features!

Your Guide to Secure Communication

Why use secure e-mail to communicate with TDC?

Secure e-mail communication has a number of advantages over other types of communication. It is fast, convenient, and efficient. It also works well for many of the questions, requests, or messages you may have for our practice, such as prescription refill requests, appointment scheduling and non-urgent medical questions.

This guide will help answer some of your questions about this new service. If you still have questions after reading this, please talk with your physician or any TDC team member. Once you have read through and agree with the following guidelines and would like to use secure messaging, please request and sign the authorization/release of patient portal pin form. Once signed, a TDC team member will print your personal PIN letter (*PIN letters are given only to the patient face to face for security purposes*).

What should I know about secure e-mail communication?

The most important thing you should know is we cannot guarantee this confidentiality of exchanges. While the security of e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail.

- If your e-mail address is through your employer, your employer may own all e-mails sent to that address.
- If your e-mail is a family address, other family members may see your messages.
- If you use an internet service provider, there is a small risk that messages may be intercepted by others

You should also know that secure messages you send to your physician may be read by designated staff in our practice. Like phone calls, e-mails may be screened by office staff before being routed to the appropriate person for a response. Copies of your e-mails may be placed in your medical record.

TDC is continually exploring methods to make e-mail more secure and more convenient, and we are delighted to use a product which provides our patients with the highest amount of security in widespread use today. The Doctors Clinic is not responsible for technical difficulties or network infractions beyond the computer and software systems we operate.

What types of communication are appropriate for secure e-mail?

Types of requests or messages are appropriate for secure e-mail:

- Prescription refill requests
- Appointment scheduling
- Non-urgent medical advice
- Non-urgent medical follow-up (including some types of test results)
- Non-urgent medical correspondence
- Billing/insurance questions

While many subjects are appropriate for e-mail communication, it is ultimately a decision between you and your clinician.

Subjects that are NEVER appropriate for e-mail:

- Any urgent medical problem or emergency
- Mental health issues
- Drug and alcohol problems
- HIV and other sexually transmitted diseases
- Work-related injuries and disability

Please keep in mind that although secure e-mail can be a very effective tool, it is not a substitute for a physical exam by your physician. Please call the office if you feel you need to see your physician.

How do I communicate with my physician using secure e-mail?

Many patient e-mail addresses do not clearly identify the sender. Please make sure your full name and date of birth is present in the body of the message.

You can expect a response to your e-mail question or message by the next business day. You should not expect to receive a response on weekends or holidays or any other time the office may be closed.

Patient Portal Sign-up Instructions

Complete the following steps to connect with us online:

1. Visit one of our 10 clinic locations to sign your PIN authorization/release form allowing a TDC team member to print your personal PIN letter. (PIN letters are given only to the patient face to face for security purposes)
2. On the Secure Patient Access home page, click "Register".
3. Click the "I Accept" after you review the disclaimer.
4. At the "Create New Account" screen you will create a user name and enter an e-mail address to access the secure site and to receive information securely from TDC by e-mail. (Each account MUST have a unique e-mail address associated with the patient)
5. Create a password for this account, along with secret questions in case you forget your password.
6. Click Save.
7. Choose one of the options that best fits your description.
8. At the "Identity Verification" page, you will enter your personal information to link the account to your medical record. You will need your PIN letter that you requested earlier in order to complete this process. (see step 1)
9. Click "Verify" to submit the information.
10. Congratulations! You have successfully created a secure account linked to your medical record. You can now access chart information and other online health services.