

DRYDEN FAMILY MEDICINE  
*Nationally Certified Patient Centered Medical Home*  
*Nationally Certified in Diabetes Care*  
PO Box 8, 5 Evergreen Street  
Dryden, NY 13053  
Phone: (607) 844-8181, Fax: (607) 844-4288  
[www.drydenfamilymedicine.com](http://www.drydenfamilymedicine.com)

We now have a patient portal available from our website for our patients' use. The portal allows patients to have real-time access to their medications, labs, and appointments. Patients will also be able to schedule appointments, request refills, update their personal information, and create a chart summary for their own records. From our end, we will be able to send you lab and other test results over the portal.

The portal is not like email. Patients will not be able to send messages to our office except in response to messages our office sends them.

If you think you would be interested in using the Portal, please read the [Guidelines for Use of Patient Portal](#) which follow. After you have signed the [Patient Consent for Use of Patient Portal](#) and returned it to the receptionist, she will print out your activation code and instructions for creating a portal account.

We will be interested to hear your feedback on the patient portal. We hope it will prove to be easy and convenient to use for you and for us. Please let us know what your experience with it is.

#### GUIDELINES FOR USE OF PATIENT PORTAL

You have requested the opportunity to use Dryden Family Medicine's Patient Portal, which will allow you limited access to your medical record. Our office Patient Portal policy includes a number of specific guidelines that you will be expected to follow.

The Patient Portal contains several different functions that you may use, including:

1. *Meds*: View your medication list, request refills, request new medicines, and change your pharmacy.
2. *Allergies*: Add and/or delete allergies to medications, including prescription, over-the-counter and herbal supplements.
3. *Chart*: Create a summary of certain information contained in your medical record including laboratory results, immunizations, and blood pressure readings.
4. *Account*: Make changes and additions to your personal information, including your address, telephone number, insurance information, and pharmacy.

5. *Messages*: View a record of communication carried out through the Patient Portal.

We encourage you to set up a Patient Portal account for each of your children. It will be a convenient way for you to schedule well child checks and view their immunization records, among other things. However, children 12 years of age and older will not be allowed to have a Patient Portal account due to State privacy laws. For this reason, we will deactivate your children's accounts when they turn 12 years old. Once children reach the age of 18 they can set up new Patient Portal accounts.

Using the Patient Portal is not the same as using e-mail to communicate with our office. Patients may send only specific types of messages as detailed in the Patient Portal. You will not be able to obtain or request medical advice through the Patient Portal.

You must call the office if you need medical advice, if your condition is worsening, or if you believe you need to be seen by a physician. You may reach Dryden Family Medicine:

During office hours (8:30 - 5:00 weekday, 8:30 - 12:00 Saturdays) at 607-844-8181

After office hours, on weekends and holidays (for emergencies only) 607-844-8181 for information on how to reach the doctor on call.

#### Confidentiality:

1. All of the information related to patient care and treatment that you provide us through the Patient Portal is considered part of your medical record. Dryden Family Medicine has taken several steps to preserve the confidentiality of your records. These are evident in the following safeguards:

- a. When opening your account, you will be asked to:
  - create a login name and password,
  - select an image to verify,
  - select and answer several security questions, such as the name of your first pet,
  - enter the account activation code that was provided to you by our office.
- b. Every time you log on, you must enter your
  - login name and password, verify the image that you have selected, and answer the security question you chose.
- c. Access to information sent through the Patient Portal will be limited to only those office staff and providers who require such access for a specific job function.
- d. All staff and providers use password-protected screensavers on their computers to avoid unauthorized access to your information.
- e. The information you provide will not be released to anyone without your express written permission, except as permitted or required by law.

Our goal is that your experience with our portal will be problem free, and will provide real benefit to you. We do require that you use it as it is intended to be used. We reserve the right to terminate your portal privileges if you fail to abide by these guidelines.

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**PATIENT CONSENT FOR USE OF PATIENT PORTAL**

**I AGREE AND UNDERSTAND:**

\*The Patient Portal is not to be used for any urgent medical needs. If I need a timely response, I will call Dryden Family Medicine at 607-844-8181 instead of sending a message through the patient portal. Messages sent through the Patient Portal may not be looked at the same day they are received.

\*Information I submit through the Patient Portal may be viewed by designated members of my provider's office staff who require it to perform their specific job function. Such information will become a part of my medical record.

\*My provider will not release the contents of any Patient Portal transmission without my express written permission except as permitted or required by law.

\*I must not share my user name and password for the Patient Portal with others.

\*I am responsible for reading messages sent to me via the patient portal in a timely manner.

\*I will call Dryden Family Medicine if I need medical advice, if my condition is worsening or if believe I need to be seen by a physician within the next 72 hours.

\*I will receive an e-mail at the address I provide when Dryden Family Medicine has forwarded information to me via the Patient Portal.

\*I will add [DoNotReply@medentmobile.com](mailto:DoNotReply@medentmobile.com) to my contact list to avoid the notification e-mails being sent to a junk/spam mailbox.

\*I may set up accounts for my children, which I can use for them until they turn 12 years of age, at which time Dryden Family Medicine will deactivate their Patient Portal accounts.

\*I will not use my patient portal to send information concerning other patients.

I have read, and I understand both the above information and the Patient Portal Usage Guidelines that were provided to me. I have been given an opportunity to ask questions. All of my questions have been answered to my satisfaction.

I agree to abide by the above guidelines and restrictions. I wish to communicate via the Patient Portal. I understand that my privileges may be terminated if I fail to abide by these guidelines and restrictions.

Dryden Family Medicine is not responsible for information that is not received from the Patient Portal due to technical failure.

\_\_\_\_\_  
Print name of patient

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
signature of patient/guardian

\_\_\_\_\_  
print name of guardian and relationship to patient

\_\_\_\_\_  
today's date