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### **Patient Portal Information Sheet**

Women's Lifecycles has created a Patient Portal to enhance the communication between our practice and our patients. Its purpose is for routine, non-emergency communication only, such as [e.g. prescription refills, lab results, non-urgent medical questions, appointment reminders or requests, routine follow-up questions, referral requests], updating demographic information, appointment scheduling and bill payment. The Patient Portal is not designed to replace face-to-face encounters with our practice, but rather is designed to supplement those encounters.

**Do NOT use the Patient Portal in event of a medical emergency. In case of emergency, dial 911 and contact our office by telephone as soon as possible.**

#### **Enrollment**

To enroll, you will provide us with a personal email address (not a work email). Your email address will be kept confidential and will not be shared with third parties except as required by law. Please ensure that you provide the practice with the correct email address, and be sure to notify us if your email changes.

Upon enrollment, the Patient Portal will populate into your electronic record. Should any of this information be incorrect or out-of-date, please notify our staff through the portal. After completion of enrollment, you will receive an email when a message is waiting on the portal, prompting you to sign into the portal to view the message. Such emails will contain no confidential information.

#### **Access**

Access to the Patient Portal is password protected. Do not share your password with any individual with whom you would not share your confidential healthcare information. If you think that someone unauthorized has learned your password, promptly visit the Patient Portal to change it.

With parental consent, adolescent patients may have direct access to the Patient Portal. A parent's access to an adolescent's medical record may be limited by law under certain circumstances or regarding certain kinds of health information.

If access to the Patient Portal is limited for any reason we will attempt to inform you via an automatically generated message. If you need to reach us and the portal is not working properly, please call us. For help in accessing the Patient Portal, please contact 610.775.7133.

#### **Privacy**

All Patient Portal information will be protected as is all medical and other personal information, and all messages sent to the Patient Portal will be encrypted for your protection. All communication via the Patient Portal will be included in your permanent patient record.

All electronic communication from you to the practice should be through the Patient Portal. Do NOT use your regular email account to send confidential information because such messages are not secure. Any of our staff may read your messages or reply in order to assist in your healthcare. This is similar to how we handle telephone messages. Similarly, if your practitioner is out of the office your messages may be read by a covering practitioner.

### Communication

Normal response to a portal message will occur within seventy two (72) hours, but no later than five business days in most cases. When the practice sends a patient a message, the system will let us know if you have viewed it. You do NOT need to reply that you have read it.

Proper subject matter for the Patient Portal includes the following (Please be concise and use an appropriate subject line):

- Prescription refills (No narcotic refills. These must be completed in person)
- Non-urgent medical questions
- Appointment requests (We cannot guarantee that these requests will be honored)
- Routine follow-up questions
- Referral requests