

# PATIENT PORTAL

## **What is the purpose of a patient portal?**

The patient portal provides an excellent opportunity for allowing you, or your designated care giver, to have access 24/7 to your health care status in a secure HIPAA compliant setting. The information will include your Summary of Care Document which is provided at each office visit and which contains your medication reconciliation, diagnoses, and treatment. The information will also include results of your tests performed and will be immediately available to you for your review.

## **What is the advantage of having a portal?**

In addition to having up to date information at your fingertips, it makes this information able to be easily shared with a physician or provider when you are out of town and needing urgent or referred health care.

## **What functions can be performed on the portal?**

You will be allowed to email questions to your provider and will receive prompt responses from the provider, without playing "phone tag" or being placed on hold. The responses will be in email form and therefore can be reviewed by you at any time. You will be able to view all diagnostic results as well as request a Rx be filled or refilled. You will be able to schedule appointments and also pay bills on-line.

## **Why will participation be tied to a Value Based Modifier (VBM) physician modifier?**

Centers for Medicare and Medicaid Services, as well as insurance carriers, want patients to be actively engaged and participate in their healthcare. Physicians are required to provide patients with a portal and the patient engagement on the portal will impact physician's assigned Value Based Modifier assigned by CMS.

## **Why is The Veranda, PC requiring patients to provide personal email and sign up for the portal?**

Patients will need to access their results and their health summary on the portal, for this reason we must require the patient give us their E-Mail address and we will send them a an email "invitation", which they must accept in order to view, download or transmit their health information.

## **What if I do not have email?**

If you currently do not have email address, you have a couple of options. 1- You may get a gmail address or a similar online email address free of charge. Your family members will be able to help you with this. 2- you may appoint or assign a family member of care giver as your email contact by providing us with their email address.

The invitation will then be sent to that email address and they will sign up for you and will engage in the online portal on your behalf.

## **What if I do not have high speed IT access at my rural home.**

Again, you may designate a family member of care-giver to be the recipient of your notifications. You will provide us with their email address and the information will be forward to them to open an account.

## **What if I want to manage all my families accounts, is that possible?**

Yes, for example, if you and your minor children all are patients at the Veranda, you may request one log-on account and use the same email address on file for each.

## **What will be sent to my email?**

Your email will never be sold or distributed in such a manner as to receive junk email. That is not compliant with Federal HIPAA regulations. What your email will be used for is the communication from the portal to view, download or transmit a secure email that has been sent to your email account. If you receive an email from The Veranda, it is important. Please follow the instructions. Your email may also receive periodic health and wellness reminders which may include computer links to educational material we believe you will benefit from. The Veranda also participates in research programs of various pharmaceutical companies. The Veranda will reach out to you via email to determine if you wish to participate in some of these programs for which you qualify. If you do wish to participate, typically the company will reimburse you for this participation. The reimbursement is typically in the form of a gift card or reduced or free care to participate in a Research Program. These research programs are NOT investigational. They are for approved drugs only and merely wish to have a broader population from which to report side effects, effectiveness of symptom relief, etc. that you typically hear on television commercials or read in pamphlets from the pharmacy.

## **What if I do not want to participate with the portal?**

Again, this is a requirement of CMS. Yet, the Veranda Physicians do support this requirement as they believe this is a wonderful opportunity for you to become more personally involved and engaged in your health and well-being. You will be more aware of your test results, and will be able to review your plan of care. Participation is not discretionary.



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