



Primary Health Medical Group Patient Portal Information and Policies

Primary Health Medical Group provides secure encrypted electronic access for established patients to enhance patient-provider communication. The information on the Patient Portal site is maintained by Primary Health Medical Group. For questions about this site you may contact your Primary Health Medical Group location. All phone numbers and addresses can be found at www.primaryhealth.com.

By using our patient portal, you will have limited access to your electronic patient record and will be able to securely communicate with your PHMG provider and office. As a user of the portal you will be able to:

- Request and view appointment(s)
- Request a medication refill
- Send a secure message to your provider
- Request a referral
- Request lab test results
- Update personal information

The portal should not be used for questions of an emergent nature. If you have an emergency or other urgent matter you should contact your provider by telephone, call 911, or proceed immediately to an emergency room. For established patients, doctors are on call nights and weekends who may be contacted by calling the regular clinic phone number.

Staff members other than your provider will be involved in receiving your messages, and routing them to your provider, nurse, or front desk as necessary. Primary Health Medical Group will strive to respond to all inquiries within one business day. If your doctor is out of the office that day, your request may be handled by the doctor on call, or held until your doctor returns to the office. If you do not get a response within one business day, please call the office as necessary.

You may read the PHMG Privacy Notice and Policies for information on how private health information is handled at PHMG. All established patients have received this information. If you would like a copy of the Privacy Policy you may ask any PHMG staff member or find it on the PHMG website at www.primaryhealth.com. While we believe that the infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events cannot occur.

All communication through the patient portal will be included in your permanent health record. Each patient portal account is available for use by that unique patient only. It is imperative that health information and inquiries are only for the registered user of the patient portal account – it cannot be used for family members or others in the household.

Use of the patient portal is voluntary and you may request that your account is disabled at anytime by sending a secure message through the patient portal. Additionally, if the patient relationship is terminated, either by the patient or by Primary Health Medical Group, the patient portal account will be immediately disabled.

The first time you log into the Patient Portal you will be asked to acknowledge that you have read and understand this policy.

Thank you for choosing Primary Health Medical Group!