

Patient Portal Terms and Conditions

Patient Portal is an Internet service that allows Sawtooth Mountain Clinic (SMC) patients to have secure Web-based access to portions of their SMC electronic medical record and allows secure electronic messaging with SMC. Use of Patient Portal is completely voluntary, and you are not required to request access or to use it.

To obtain a Patient Portal account, you must take the following steps: (1) Request access. Access can be requested in person. You will receive a temporary PIN number that you will use for registration. From the date the PIN number is issued, you will have ONLY 30 days to log-on and complete the registration process. After 30 days, if you have not registered your account, your PIN number will expire. Once the PIN number expires, you will need to request a new one in person at the clinic.

You must agree to the following terms and conditions before being given access. Please read this information carefully. By accessing or using Patient Portal you agree to be bound by all of these terms and conditions. It is important to review the terms and conditions periodically as we may modify them at any time, and you agree that such modifications are effective and binding upon you immediately upon posting of the modified version.

Medical Information

SMC offers Patient Portal to its patients to help them keep track of certain information about their health and to communicate more easily with their health care providers at SMC about certain aspects of their medical care.

Please note that, to protect your privacy, only a limited amount of information regarding your health care and condition is available in Patient Portal. Certain test results, diagnoses, conditions, and other information may not be included in your Patient Portal record. Posting of information is at the discretion of SMC staff. Patient Portal is not a substitute for your own personal consultation with your physician or other health care provider regarding your condition and how the content on this site may or may not apply to you. You may also request a more complete copy of your medical record through SMC Release of Information services. You should be aware that any messages you send or entries you make through Patient Portal may become part of your permanent medical record.

Urgent Medical Matters

SMC staff may not be immediately available to respond to your Patient Portal messages and requests, therefore you should never use Patient Portal electronic communications in an urgent situation or emergency. You should contact your provider's office by phone, go to a hospital emergency room, or call 911.

Electronic Communication

If you have a Patient Portal account, you may choose to communicate with your primary care provider, and request appointments and test results. You may also choose to be notified by e-mail when there is new information in your account and responses to the messages/requests you have sent. This means that anyone with access to your e-mail -- perhaps your employer, your spouse, or anyone else you allow to see your e-mail -- will be able to see this notification. Although the notification will not contain any private medical information, the fact that new medical information about you is available is something that you might not want others to know. You should always remember to update your e-mail address for Patient Portal if it changes for any reason. SMC cannot provide advice regarding another person's healthcare, in response to questions asked through your Patient Portal account.



Sawtooth Mountain Clinic

Privacy and Security

SMC is committed to protecting your personal health information through the use of detailed policies, staff education and technical tools, such as secure internet connections and encryption. These measures conform to state and federal laws governing the confidentiality and security of medical records.

There are things that only you can do to protect the confidentiality of your information in Patient Portal. You will be issued a Personal Identification Number (PIN) number to use to register your portal account. You will be asked to create a user name and password to access your information in the patient portal. It is your responsibility to keep the PIN number, username and password confidential. Anyone with access to your PIN number, username and password may be able to access your confidential medical information. If at any time you feel that your password is no longer confidential, you can change your password and password hint online. An unauthorized person may also see your confidential medical information if you fail to take certain other steps to protect it. For example, not logging out of an active Patient Portal session, not protecting information you may print from Patient Portal, or using personal computer settings or installed software products that may compromise information security, all may lead to unintended disclosure of your information.

You understand that requests will be routed to the appropriate SMC staff, and thus staff other than your health care provider may be involved in addressing your request. Therefore, use of Patient Portal may not be appropriate if there is sensitive information that you would only wish to share directly with your provider.

Links to Third Party Websites

Patient Portal may provide links to other medical Web sites not managed by SMC. The links are provided for general information and convenience only. SMC does not endorse them, and has not verified the accuracy of the information on these sites, or whether any of that information applies to you and your medical condition. Use of others sites is strictly at your own risk including, but not limited to, any risks associated with destructive viruses.

Rights of Sawtooth Mountain Clinic

SMC may terminate access to any Patient Portal account at any time, for any reason. You will be notified if access has been terminated. Patient Portal may not be available all the time, because of system failure, repair procedures, maintenance, or other reasons as determined by SMC. Patient Portal is provided on an "as-is" basis, and SMC does not take any responsibility for, and will not be liable for, any inaccuracies or defects in Patient Portal material or information or in software, communication devices, virtual private networks, the internet, any internet service provider, access system, computer hardware or software, or any other service or device, or a user's inability to access Patient Portal for any reason.

Although we make every effort to ensure the accuracy of your information, SMC does not guarantee that there are no typographical errors, inaccuracies, or other errors. If you see an error, please inform SMC by contacting the clinic so that it can be reviewed. Please be aware that information contained on the Patient Portal site may be changed or updated without notice.