



My Patient Portal

Online Health Management Tool from Lawrence Memorial Hospital

As a patient of Lawrence Memorial Hospital (LMH), our physicians and providers, you want access to your electronic health information in a secure internet portal. With My Patient Portal from LMH, you will be able to access the following electronic medical records:

- Vital signs & laboratory results
- Imaging & radiology reports
- Pathology reports
- Provider visit summaries & notes

Communicate with your LMH Provider

- Secure messaging directly to your provider—anytime.
- Request an appointment
- Request medication refills for controlled substances

Who can register?

Any LMH hospital, primary or specialty care patient over the age of 18. Parents can register children up to 13 years old. Learn more about portal registration requirements at www.lmh.org/portal

Do not use My Patient Portal to communicate an emergency, an urgent issue or sensitive information.

Register today

At LMH or your provider office:

Complete the attached My Patient Portal Terms of Use, Privacy Policy and Consent Form and ask your primary or specialty care provider office to register you for My Patient Portal. Or visit Customer Service at Lawrence Memorial Hospital, 325 Maine, Lawrence, Kansas.

Self-register online:

Using the email we have on file at Lawrence Memorial Hospital or at one of our physician/specialty care provider offices, self-register at www.lmh.org/portal with your first and last name and date of birth.

You can also register using your medical record number (MRN). Locate your medical record number (MRN) on an LMH hospital discharge summary or your primary care/specialist visit summary. If you cannot find your MRN, please ask your LMH provider office or visit Customer Service at Lawrence Memorial Hospital, 325 Maine, Lawrence, Kansas.



Use the free HealthLife app with your LMH My Patient Portal Account. Available for download at Apple App Store and Google Play®

There may be other APP's available to manage your electronic health information. Because we value the privacy of your medical records, we must ensure connections with APP's comply with necessary security requirements. Email us at AppRequests@lmh.org if you want to use another APP to manage your electronic health information. Be sure to include the application (APP) name and your contact information.

Patient Portal Terms of Use Policy and Procedures & Patient Agreement to Abide by Terms of Use

Lawrence Memorial Hospital (LMH) and LMH Physicians and Practices offer secure viewing and communication through our Patient Portal as a service to patients who wish to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. By signing the Agreement to Abide by the Terms of Use, you accept the risks and agree to follow Terms of Use, as described below.

I. Terms of Use – General Policies and Procedures

DO NOT use the Patient Portal to communicate an emergency, an urgent issue or sensitive information (e.g. HIV, mental health, work-excuses, etc.)

Proper subject matter:

- Use the Patient Portal for non-urgent medical questions; pathology, imaging/radiology and lab results; appointment reminders or requests; routine follow-up questions, etc.
- Use the Patient Portal to update your demographic information.
- Be sure all information you enter is true, accurate, complete, and updated whenever there is a change.
- Be concise when typing a message.

The Patient Portal has the following functions:

- Send and receive e-mail and secure messaging for non-urgent needs.
- View lab, vitals, pathology and imaging/radiology results that have been sent to you.
- View and print “continuity of care document.”
- View and submit updates to your health information.
- View selected health information (allergies, medications, current problems, past medical history)
*Note - You can submit changes/additions to your health records, medication lists, etc., but this will not change your permanent record without our review of the information.
- Request a referral.
- Request an appointment.
- Update your demographic information (i.e. address, phone numbers).
- Send medical records to another provider.
- Send patient reminders for routine health maintenance procedures.
- Review provider visit summaries and clinical notes.
- Request prescriptions refills for controlled substance medications.

Communications may become a part of your medical record:

- Communication via the Patient Portal may be included in your permanent medical record.

Privacy:

- All messages sent to you in the Patient Portal will be encrypted. See section on "Patient Portal Guidelines and Security" for explanation.
- E-mails from you to any staff member should be through the Patient Portal or they are not secure.
- All e-mail address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or required by law.
- A variety of healthcare and administrative personnel (such as nurse practitioners, physician assistants, registered nurses, certified medical assistants, clerks, etc.) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal (similar to how phone communication is handled). Staff members other than your physician will be involved in receiving your messages and routing them to your doctor, a nurse, or the front desk, as necessary.
- There is no need to notify us that you have read a message, unless you have a question or need further information.
- Read our HIPAA handout for information on how private health information is handled in our organization. The policy can be viewed at www.lmh.org/patients-visitors/policies/
- If you have concerns, please ask to speak with your nurse, the practice administrator, or the privacy officer.
- Additional contacts are available at www.lmh.org/patients-visitors/policies/bill-of-rights/

Response Time:

- After signing your agreement to abide by the Patient Portal Terms of Use, a "welcome message" will be e-mailed to you. This will provide a link to the Portal login screen. [If you have not received an e-mail from us within three (3) working days, please call the office and notify the receptionist.] *Note - we will not respond directly to your e-mail. All communication occurs through the Patient Portal instead.
- Reasonable efforts will be made to respond to e-mail inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the Patient Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Lawrence Memorial Hospital, its physician practices, its physicians, providers or any of its staff, in any way liable or responsible to you for any such modification, suspension, or disruption of the Patient Portal.
- The Patient Portal is checked during our hours of operation, which are 8 a.m. to 5 p.m. Monday through Friday. You are encouraged to use the Patient Portal at any time; however, messages submitted after-hours are held for us until we return the next business day.
- If e-mail is not accessible for any reason, we will attempt to have an automatic response inform you of this as soon as possible.

Changes to these Policies and Procedures:

- Policies and Procedures and Terms of Use may be modified from time to time.
- If material modifications to the Policies and Procedures are made, information will be posted in the Patient Portal notifying you that a material change has been made.
- If you then continue to use the Patient Portal, you will be deemed to have agreed to follow the modified Policies and Procedures.
- If you do not agree with the modified Policies and Procedures, then you must notify us that you no longer wish to use the Patient Portal.

Pediatric Enrollment:

Parents can enroll on behalf of their child from ages 0 to twelve years old. Portal will be disabled at age thirteen (13) and parents will receive an email notification of this change. Due to the privacy laws for teens, LMH will not allow a patient or parent or guardian to re-enroll a child between 13 and 18 years old. At age 18, the patient can enroll themselves, and reinstate their parent's proxy, if necessary.

Medical Advice and Information Disclaimer:

The Patient Portal may from time to time include information posted by Lawrence Memorial Hospital in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from LMH. Nothing in the Patient Portal is intended to be used for medical diagnosis or treatment. The information posted by LMH on the Patient Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your physician with any questions you may have regarding a medical condition and you should never disregard medical advice or delay in seeking it because of something you may have read on the Patient Portal. When LMH posts information provided by a third party, LMH will make reasonable efforts to include a notice that such information is authored by a third party and not by LMH. Regarding such third-party information, LMH does not warrant, either expressly or by implication, the factual accuracy of the information posted, nor does it adopt any statement as its own, or warrant any information offered by the author of said information. Although LMH believes all statements made to be reliable and accurate based upon representations made by the authors themselves, LMH cannot guarantee that such statements are reliable and accurate and LMH accepts no fault or liability for any error or omission with respect to such statements.

II Terms of Use - Patient Portal Guidelines

How Secure Patient Portal Works:

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log in to the Patient Portal site.

Availability of the Patient Portal:

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.

Available Features:

- *Homepage:* View key lab results, message your provider, pay your bill online, access wellness resources and find frequently asked portal questions.
- *Health Record:* View information entered into core parts of your electronic health record (e.g. medication lists, allergies, lab results). These are available for you to review and check for accuracy, as well as print or send to other providers. If this portion is not complete, we still have the information, it is just not yet entered in a way you can view it through the Patient Portal. You can also make suggestions/comments on the information added, but your suggestions/comments will not be a permanent part of your medical record until approved by our staff.
- *Personal Information:* Contains your demographics, insurance and personal contacts.
- *Secure Messaging:* Allows you to send and receive secure e-mail to and from our staff. This may include attachments, pictures, or other information. Use of this is very similar to standard e-mail. Here you can also request a referral or even make suggestions on how we can improve the site.
- *Appointments:* Request an appointment securely online, anytime.
- *Clinical Notes:* Contains provider summary notes from your provider visits.
- *Vitals and Lab Results:* Contains copies of selected labs/tests done in the office, and any explanations or comments by your provider. This is a read only area, but if you have questions, you can e-mail us in the Messages section.
- *Imaging/Radiology Reports:* Contains diagnostic reports as part of your electronic health record.
- *Medication Refills:* Request refills of controlled substance prescriptions from your provider. Other prescriptions can be refilled by your pharmacy.

- *Copy of Record:* If you need to review/print information out of your electronic health record, this section of the Patient Portal has a summary of your visit to the physician. You may also obtain a full copy of your electronic health record by contacting LMH Medical Records (HIMS), 325 Maine, Lawrence, KS 66044.

How to Use Patient Portal:

- To register, you must be at least eighteen (18) years old.
- Register for My Patient Portal the following ways:
 1. Self-register at www.lmh.org/portal using your date of birth, Social Security number and LMH Medical Record Number (MRN) found on any LMH Hospital, primary care or specialist provider discharge papers.
 2. Review the Patient Portal Terms of Use and sign the Agreement to Abide by the Patient Portal Terms of Use. Bring in or mail the completed form to LMH Customer Service 325 Maine, Lawrence, KS 66044 or request access from LMH at registration or when you visit your primary or specialty care provider. This form will become part of your medical record.
- You will receive a confirmation email. Click on the URL link (web page) and use the assigned login and password.
- Once logged into My Patient Portal, we recommended you update your user name and password to something only you will know. This is essential to make sure your information remains secure and private. Go to “My Account” on the top right of the page to update your login information.

III Terms of Use - Patient Portal Security

Your Private Health Information and Risks:

This method of communication and viewing information through the Patient Portal is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using 256 bit encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate, which is viewable from your browser’s task bar. (You can learn more about trusted sites by going to windows.microsoft.com and searching: “When to trust a website.”)

Keeping messages secure depends on two (2) additional factors: a) the secure message must reach the correct e-mail address, and b) only the authorized individual must be able to get access to it. Only you can make sure these two (2) factors are present. We need you to make sure that we have your correct e-mail address and are informed if it ever changes. You also need to keep track of who has access to your Patient Portal account, so that only you or someone you have authorized can see messages received or other information in your Patient Portal. You should protect your Patient Portal log-in information from anyone whom you do not want to access your Patient Portal account and notify us immediately of any unauthorized use of your log-in information or if you believe that your log-in is no longer confidential.

We will not answer questions or send protected health information by regular e-mail. All health related e-mail communication will be done through the secure and encrypted Patient Portal site.

Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extent allowed by law, you agree not to hold Lawrence Memorial Hospital, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond its control.

Patient Portal Patient Agreement to Abide by Terms of Use

Patient Acknowledgement and Agreement

By signing below, I acknowledge that I received the Patient Portal Terms of Use and that I understand and agree to abide by all of the provisions of the Patient Portal Terms of Use, as they may be modified from time to time. I understand the risks associated with using the Patient Portal, including compromise of protected health information resulting from an encrypted e-mail being delivered to the wrong address because I did not update the Patient Portal with my new e-mail address. I understand that my Patient Portal account access may be terminated and disabled if I fail to follow the Patient Portal Terms of Use. I have had a chance to ask questions and have received answers to my satisfaction.

E-mail to be used with Patient Portal account

Print Name of Patient

Date of Birth

Signature of Patient

Date

Print Name of Legal Representative (if applicable)

Relationship of Legal Representative
to Patient (if applicable)

Signature of Legal Representative (if applicable)



PATIENT PORTAL AGREEMENT
8120-0348
ORIG: 05/2012 REV: 09/2016
PAGE 1 of 1

Patient Label