



Patient Portal User Agreement

Thomasville Archdale-Trinity Pediatrics, PLLC has implemented and offers the FollowMyHealth (FMH) Patient Portal, free of charge, to our established patients. This portal is designed to enhance overall patient care and communication.

After your successful sign up and access to the account, if you see any discrepancies in the records, you agree to notify us immediately by either calling our office or sending a secure message through the portal.

Thomasville Archdale-Trinity Pediatrics, PLLC will provide information that populates the portal from our electronic medical record system including:

- Lab results (limited)
- Clinical Visit Summaries
- Vitals and History
- Medication Lists
- Other miscellaneous documentation

Be aware that what you see listed in the portal is not a comprehensive listing off all medical records from Thomasville Archdale-Trinity Pediatrics, PLLC and may not be considered an acceptable substitute for any legal proceedings.

Thomasville Archdale-Trinity Pediatrics will provide secure access for:

- Appointment request, rescheduling, and cancellations
- Messaging with a nurse
- Prescription refill request on ADHD/ADD and Asthma drugs
- Lab results (limited) and vital signs
- Email, fax, print and save health record changes

This portal is NOT intended to provide any internet based diagnostic medical services. Other limitations apply such as:

- No communication of emergency class issues. Any issues deemed emergencies should be handled by calling 911. Refill requests will be handled within 48 hours. **BE AWARE: The secure messaging queue will only be monitored from 8:30am to 5:00pm Monday through Friday. Any messages received after 5:00pm will be handled the next business day. If messages are received within the previously stated hours, then expect a response within 24 hours. If you have not received a response within that timeframe, please call our office. If you suspect your child's issue cannot wait for a response, then call our office immediately.**
- No request for a narcotic will be accepted.
- No request for new prescriptions or refill requests for drugs. in which your child is not being treated by your provider, will be accepted
- It is your responsibility to update your email address and make sure it's valid. This is how we communicate with you!

You agree to take steps in keeping your online communications to and from us confidential. This includes:

- Do not store messages on your employer-provided computer. This information could be accessed by or even owned by your employer.
- Use a screen saver or close your messages when you are away from your computer
- Do not allow other individuals or third parties to access the computer in which you store your medical communications
- Do not provide the password to your portal to others. If you do so, Thomasville Archdale-Trinity Pediatrics, PLLC is not responsible for any violation of confidentiality.

This portal is provided as a courtesy to our patients, however if we deem that there is abuse or negligent use of this portal we reserve the right to terminate this offering by suspending access and modifying our services to the portal.

In order to obtain access to the patient portal you must provide a show us a copy of your identification, be the child's parent or legal guardian, a completed Patient Portal Registration Form and a valid email address. If you are the legal guardian, we must have documentation in the child's medical record stating this fact.

Once we have received the above information, you will be sent an email with a security code which will allow you access to the portal. This portal may be accessed by going to our website at either www.thomasvillepediatrics.com or www.archdalepediatrics.com and clicking on the portal link or by bookmarking www.followmyhealth.com. Upon acceptance of the terms of the FollowMyHealth portal link an email reply will be sent back to you stating that the connection was successful.

Security Statement:

Maintaining your child's privacy is of utmost importance to our practice. Thomasville Archdale-Trinity Pediatrics in conjunction with FollowMyHealth and Allscripts have taken the necessary steps to meet federal and state privacy laws as related to Patient Portal. In compliance with federal privacy regulations, all transmitted data is encrypted. The data that is stored is also encrypted and the login that you use for sign in authorization occurs over a Secure Socket Layer (SSL, shown as HTTPS in your browser's address search bar. This is also an industry standard and is used in providing secure communication over the internet.

Please be aware that even though you have the ability to sign in using a social media account or an individualized FollowMyHealth account, this information is not nor will ever be sold or shared. Also, the authentication provider that you use will NOT have access to your child's information.

Final Agreement:

This patient portal and its access is entirely voluntary and will not impact any quality of care given to your child should you refuse to sign up or use the portal. You also agree, that by signing up for the portal, that you will adhere to the policies set forth herein and that Thomasville Archdale-Trinity Pediatrics, PLLC is not responsible for any claim or action arising out of misuse or the portal.

Any technical support questions can be submitted by emailing support@thomasvillepediatrics.com. Please give 24 hours for a response.