

About The Portal: The Patient Portal is designed to enhance secure patient-physician communications and is provided as a courtesy to our valued patients. Hess Orthopaedic Center & Sports Medicine, PLC provides this site in partnership with e-MD's for the exclusive use of our established patients. This secure portal uses encryption to keep unauthorized persons from reading communications, information or attachments. Secure messages and information can only be read by someone who knows the right password to log into the portal site.

*We want your records to be complete and correct. Let us know if there's any problem with your records. Sometimes we may use medical jargon in your records and it can lead to confusion. If something does not make sense, let us know.*

Privacy matters. We will never sell/trade/abuse your e-mail address. The patient portal is protected just like all the other interactions with our office. We also think it is important for you to protect privacy on your end, and we recommend that you protect you username and password to avoid misuse. We take security seriously too. Computer networks do have real risks. We use appropriate technologies to protect your health information. We follow all security laws, including HIPAA and HITECH. If we have troubles, abuse, or "Spam", we need to change policies, suspend accounts, or even terminate the portal.

**PORTAL REGISTRATION INSTUCTIONS**

- We will send a registration e-mail to you.
- Click on the link in the e-mail that you receive from Hess Orthopaedic Center & Sports Medicine, PLC.
- Verify your last name, gender, date of birth and zip code.
- You will then be prompted to create a username and password (the username has to be 8 characters long and the password has to be 8 characters long and must contain and number and a special character, ie: !, @, \$)
- Write down your username and password for future use.
- Click Submit.
- You will be automatically be taken to your demographics page on the patient portal website. **IMPORTANT:** You will need to make sure that under Preferred Contact Method that you have selected Patient Portal.
- You will not be able to access the portal form this link again. In the future, you will need to go to [www.healthportalsite.com/hessortho](http://www.healthportalsite.com/hessortho).

**The Patient Portal will allow you to:**

- Use the message function to communicate with our staff
- View medication list and request refills
- View and print your health summary
- Request lab, MRI and operative reports
- View demographic/Insurance information and send staff requests to update information
- View upcoming scheduled appointments
- We will respond to portal inquiries within 1 business day

**Conditions of Participating in the Patient Portal**

Access to the secure web portal is a service, and we may suspend or discontinue it at any time and for any reason. If we do suspend or discontinue this service we will notify you as promptly as we reasonably can. You agree to not hold Hess Orthopaedic Center & Sports Medicine, PLC or any of its staff or physicians liable for network or security infractions beyond their control. By signing this agreement, you acknowledge that you understand the policies and procedures, agree to comply with them and all of your questions have been answered to your satisfaction. If you do not understand, or do not agree to comply with our policies and procedures, do not sign this agreement. **By signing below, I acknowledge that I would like a Patient Portal account and agree to the terms and conditions set forth above.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Print name: \_\_\_\_\_

Your E-Mail Address: \_\_\_\_\_