

The patient portal provides patients with an easy, convenient way to access their medical information and contact the office for non-urgent matters. PA Retina Specialists has certain policies about the use of the messaging portion of the patient portal to ensure patient safety, confidentiality, and security.

Please observe the following guidelines when using the messaging portion of our portal:

- **The patient portal’s messaging feature is not intended for and will not be used for medical diagnosis and/or treatment. Do not use the portal’s messaging feature for urgent matters or medical care, such as loss of vision or acute eye pain. If you are having any eye problems, please call the office directly.**
- We do not monitor incoming messages when the office is closed and there may be a delay in response. If you do not receive a timely reply to your message (within 2 business days), please contact our office directly.
- Your message may be read by other office personnel who are involved in your care besides your doctor.
- If you need a prescription refill, please call your pharmacy directly.
- Documentation of your message and its content will become part of your medical record.
- **Effective 2021- Balances may now be paid through the online patient portal.**

By signing, you agree to our messaging terms listed above. (Please sign even if you do not want access to the patient portal.)

Name of Patient

Email Address (If you would like to have access.)

Signature of Patient

Date

Exclude from patient portal. (Check box if you DO NOT wish to have access.)

(Office Use Only)

MDI code given: Yes No

Patient ID #: _____