



Patient Portal User Agreement

Mile High Primary Care provides this portal site in partnership with E-MDs for the exclusive use of its established patients. The patient portal is designed to enhance patient-physician communications. All users must be established by a previous office visit.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Mile High Primary Care at its current physical facility 2230 S Fraser St, Unit 1, Aurora, CO 80014. For questions about this site, contact our office manager by using the contact us page of our website or calling 303-341-4200.

The patient portal currently provides the following services:

Communication of lab and other results from staff to patient, ability for patient to review their medical summary, medication list, and treatment history and visit dates, and ability to request appointments. We will be considering adding other services in the future.

The patient portal is not intended to provide internet based diagnostic medical services. Also the following limitations apply. We currently are not accepting electronic communication from patients to Mile High Primary Care (emails, requests other than appointment requests). This service may be added at a later date in limited capacity.

The patient portal is provided as a courtesy to our valued patients. While some offices charge for this convenience on an annual basis, we are focused on providing the highest level of service and health care. However, if abuse or negligent usage of patient portal persists, we reserve the right at our own discretion to terminate patient portal offerings, suspend user access, or modify services offered in any way.

The patient portal is provided in partnership with E-MDs, our Electronic Health Record software vendor and provider. The data is stored at Mile High Primary Care. The data is on HIPAA compliant VPN with high level encryption that exceeds HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen adverse events cannot occur. To the extent that it is possible, Mile High Primary Care has undergone rigorous IT implementation and security standards exceeding industry recommendations under the guidance of our IT contractor.

Please read our HIPAA policy for information on how private health information (PHI) is used at Mile High Primary Care. All new and established patients have signed HIPAA agreement forms and have been offered copies of our policies. These policies are also available on our website. If you would like a copy in another form, please let us know.

Once you have indicated your agreement and understanding of the Patient Portal User Agreement (this document) and have provided Mile High Primary Care with a legitimate email address that is secure, you will be given and emailed a system-generated unique user ID and password. The site can be accessed in 2 ways.

- Directly by going to www.gotomyclinic.com/mhpc .
- Mile High Primary Care Website at www.milehighprimarycare.com and click on the patient portal link at the top of the home page.

You may access the patient portal user guide on our website as well. This user guide contains instructions on use of the portal software and should be able to address any questions on use of the portal.

Patient acknowledgement and Agreement

I acknowledge that I have read and fully understand this consent form. I am aware of the risks and benefits of patient portal and understand the risks of online communication between physician and patient. I consent to the conditions as outlined herein. I acknowledge that use of the portal is entirely voluntary and will not adversely affect the care I receive at Mile High Primary Care if I decide against using the portal. In addition, I agree to adhere to the policies set forth herein and on the Mile High Primary Care website as well as any other instructions or guidelines that my physician may impose on this online communication method. I have been allowed to ask questions related to this consent agreement to my satisfaction. All of my questions have been answered to my satisfaction. My sign-on and continued use of the patient portal reflects my consent and agreement to this document in a continuing manner.