

# Patient Portal Guideline

Dear Patient,

We are happy to provide the PATIENT PORTAL service to facilitate your communication with our physicians and office staff. To assure proper use of this service, please first read this GUIDELINE carefully.

1. The HERA OB-GYN PATIENT PORTAL is intended to provide an additional convenient method for you to communicate with our office staff and providers regarding your healthcare management. It is not intended to replace necessary medical consultations or routine office examinations.
2. The service is limited to existing Hera Ob/Gyn Medical Group patients residing in the state of California only. Services available through the portal include: non-urgent appointment requests, non-urgent medical questions, lab and radiology results, billing questions, surgery scheduling and updates of patient demographic information.
3. Information regarding medical emergencies or time sensitive information should not be communicated through the PATIENT PORTAL.
4. Emails sent to staff members or providers will be replied to within 72 hours. If immediate assistance is needed, please contact the office by telephone during office hours or contact your contracted hospital after office hours.
5. Please do not send any email attachments through the Patient Portal. They will be deleted due to the risk of virus.
6. Our providers reserve the right to refuse to base conclusions of diagnosis and treatment on online communication without seeing the patient in the office and performing a physical examination to substantiate conclusions.
7. Our providers reserve the right to refuse online communication if the patient does not comply with or abuses the stated policy for online communication.
8. Patient email addresses will never be used for marketing purposes.

## How to Connect to PATIENT PORTAL

1. Upon receipt of your email address we will send you an email with a unique link to enter the PATIENT PORTAL.
2. Enter your patient account number and create your unique password. You will need to read and agree to the terms and conditions.