The Montrose Memorial Hospital Patient Portal offers secure viewing and communication as a service to patients who wish to view portions of their records. Secure Messaging can be a valuable communications tool, but has certain risks. By signing the Agreement to Abide by the Terms of Use, you accept the risks and agree to follow Terms of Use, as described below.

Medical Advice and Information Disclaimer

The Montrose Memorial Hospital Patient Portal may from time to time include information posted in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction. The information posted within the MMH Patient Portal should not be considered a complete medical record, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your provider with any questions you may have regarding a medical condition or result and you should never disregard medical advice or delay in seeking it because of something you may have read or interrupted on the Patient Portal.

I. Terms of Use General Policies and Procedures

DO NOT use the Patient Portal to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g. sensitive test results, Mental Health, work-excuses, etc...). The Patient Portal Support Line or Support E-mail should only be used to communicate technical or user related issues.

The MMH Patient Portal is not intended to replace an office visit. Please do not send messages through the Patient Portal that require immediate medical attention. For any urgent medical matters, please contact your provider's office. If you are having a health related emergency please call 911.

The Patient Portal offers the following functions:

- View and print “Continuity of Care Document” or “Health Summary”.
- View and submit updates to your health information.
- View your home medications list entered by your provider or clinical staff during a past hospital admission
- View selected health information (allergies, medications, current problems, past medical history, view hospital appointments.
- Update your demographic information (i.e. address, phone numbers, etc...)

Communications May Become a Part of Medical Record

Communication via the Patient Portal may be included in your permanent medical record.
Privacy:

- All messages sent to you in the Patient Portal will be encrypted. See the section on “Patient Portal Guidelines and Security” for explanation.
- Emails from you to any staff member should be through the Patient Portal or they are not secure.
- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or required by law.
- A variety of healthcare and administrative personnel (such as nurse practitioners, provider assistants, registered nurses, certified medical assistants, clerks, etc...) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal (similar to how phone communication is handled). There is no need to notify us that you have read a message, unless you have a question or need further information.
- Read our HIPPA Notice of Privacy Practices brochure for information on how private health information, is handled in our facility. The Notice of Privacy Practices can be viewed, printed or downloaded at www.montrosehospital.com
- If you have any concerns or comments on how to improve the Patient Portal please contact the Patient Portal Support Line at 970-240-7267 or email at patientportal@montrosehospital.com

Response Time:

- After signing your Agreement to Abide by the Patient Portal Terms of Use, a “Welcome Email” will be sent to you. This will provide a link to the Portal login screen. If you have not received an email from us within three (3) working days, please contact Patient Portal Support Line at 970-240-7267. We will return messages within one (1) business day, but no later than three (3) business days, after receipt.
- Reasonable efforts will be made to respond to email and telephone inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the Patient Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Montrose Memorial Hospital Inc., its provider practices, providers, providers or any of its staff, in any way liable or responsible to you for such modification, suspension, or disruption of the Patient Portal.
- You are encouraged to use the Patient Portal at any time. The patient portal is available 24 hours per day 7 days per week via the internet. Excluding service interruption for maintenance, upgrades, or emergency repairs related to events beyond our control.
- If email is not accessible for any reason, please contact Patient Portal Support Line at 970-240-7267. We will return messages within one (1) business day, but no later than three (3) business days, after receipt.

II. Terms of Use Patient Portal Guidelines and Security

How our Secure Patient Portal Works

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log in to the Patient Portal site.
Availability of the Patient Portal

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.

How to Use our Patient Portal:

1. Request access from Montrose Memorial Hospital. To register you must be at least fourteen (14) years old.
2. Review the Patient Portal User Agreement and electronically submit the Agreement by clicking Accept. *Note: By selecting “Accept” you are indicating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptance.
3. After Agreement to Abide by the Patient Portal Terms of Use is accepted, you can expect to see a “Welcome” email. This email will instruct you on how to completed enrollment, create login and password.
4. If enrolled by medical records, once logged into the Portal, you will be prompted to change your password to something only you will know. This is essential to ensure your information remains secure and private.
5. After the above is completed you should be ready to use the Patient Portal.

Available Components:

Homepage: Allows you to view the following components of your medical record. Here you can also make suggestions on how we can improve our site. Please use the contact at the bottom of the page. Or you may send a e-mail to patientportal@montrosehospital.com.

Health Record: Allows you to view information entered into core parts of your electronic health record (e.g. allergies, medication lists, and visit history, etc...). These are available for you to review and check for accuracy as well as print for other providers or to keep for your records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 970-240-7365. *Note: Certain documents will not be available for viewing via Patient Portal at this time.

Medications: Allows you to view your current and past home medications entered by your provider or clinical staff during a hospital admission.

Appointments: Allows you to view upcoming hospital appointments. The appointment section does not include appointments you may have at another facility or at private practitioners’ office. You will need to contact that practitioner for appointment information.

Profile: Contains your demographic information, insurance and personal contacts. Allows to view and request changes to your information.

Additional components will be available in the future enhancements of the Patient Portal. Such as ability to view, print and download laboratory results, radiology reports and provider documentation.

Protecting Your Private Health Information and Risks:
unauthorized parties from being able to access or read messages while they are in transmission by using encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has trusted site certificate, which is viewable from your browser’s task bar. (You can learn more about trusted sites by going to http://windows.microsoft.com and searching: "When to trust a website.")

Keeping messages secure depends on two (2) additional factors: (a) the secure message must reach the correct email address, and (b) on the authorized individual must be able to get access to it. Only you can make sure these two (2) factors are present. We need you to make sure that we have your correct email address and are informed if it ever changes. You also need to keep track of who has proxy access to your Patient Portal account, so that only you or someone you have authorized, to be a proxy can see messages received or other information in your Patient Portal. You should protect your Patient Portal login information from anyone whom you do not want to access your Patient Portal account and notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential. We will not answer questions or send protected health information by regular email. Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extent allowed by law, you agree to not hold Montrose Memorial Hospital, Montrose Memorial Hospital Inc, its provider practices, its providers, providers or any of its staff liable for network infractions beyond our control.