



Patient Portal User Agreement

We are pleased to provide a Patient Portal called ElationPassport- www.elationpassport.com in partnership with our electronic medical records provider, ElationHealth for the exclusive use of our patients. The Patient Portal is designed to enhance patient – physician communication. We highly encourage its use to communicate with us.

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

Your Elation Passport is a solution that lets you keep in touch with your doctor's office between visits, so that all of your visit takeaways, lab results, and recommended healthcare steps are captured in one place. You can also access your complete clinical information like allergies or medications for use as a reference and to share with your other clinical providers.

Benefits of Elation Passport:

Notes from each visit will automatically be available to you online.

You can securely message the office about results or non-urgent questions you may have - you don't have to wait until the office opens to ask a question.

You can have access to your allergies, current medications and other pertinent information that other clinicians would find helpful to facilitate your care, and can print or fax this information straight from your phone or computer.

Portal provides access to the following services:

Request appointments

Request prescription refills

View your medical records

Receive educational material

Send messages to clinical staff

The following limitations also apply:

No Internet based triage and treatment requests.

Diagnosis can only be made and treatment rendered after the physician SEES the patient.

No emergent communication or services. Any emergent conditions should be handled by calling the office directly, going to an urgent care clinic or emergency room or calling 911 should the emergency be life threatening

No requests for narcotic/controlled medications will be accepted.

No requests for new prescriptions or refills for conditions for which you are not being treated by our clinic will be accepted.

All communication via the patient portal will be answered within 48 hours after it is received. If you do not receive a response within two days you should contact the office at 210-963-6100.

If you lose your password or username, you may request a new one through the web portal or in person at the office by providing valid identification.

Always remember to log out and close your browser when you are finished accessing password protected Patient Portal services. This prevents someone else from accessing your personal information. **YOU SHOULD NEVER USE A PUBLIC COMPUTER TO ACCESS THE PATIENT PORTAL.**

Portal Security:

Elation Passport uses role-based security with the most advanced information safeguards available. Encryption, password protection, the ability to track every viewer and other safeguards protect against unauthorized use of the exchange.

Your information will not be shared with any third party. Only your medical provider or persons your medical provider gives access to help facilitate your care will be able to access your confidential health data.

Elation Health acts on our behalf to store the patients' confidential health data and, through us, are legally bound to comply with the laws and regulations set by the US Department of Health and Human Services and the US Congress in maintaining health data confidential.

Elation Passport uses the same security protocols (256-bit SSL/TLS to encrypt the traffic flowing from their servers to our office and AES-256 to encrypt the data on the servers) that your bank and other high-security online sites use to ensure that your medical information is never visible to unauthorized people. We also use very strict requirements for the passwords that all Elation users are required to adhere to.

The Site may be accessed in two ways:

Directly by going to this URL : <https://app.elationpassport.com/passport/login/>

Our Website: <http://www.alamoendo.com> and clicking on patient portal tab

Patient Acknowledgement and Agreement:

I acknowledge that I have read and fully understand this consent form. I have been given risks and benefits of the Patient Portal and agree that I understand the risks associated with online communications between my physician and myself, and consent to the conditions outlined herein. I acknowledge that using the Patient Portal is entirely voluntary and will not impact the quality of care I receive should I decide against using the Patient Portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications.

Patient Name or Parent/Legal Guardian

Patient Name or Parent/Legal Guardian Signature

Date