



Northeast Tarrant Internal Medicine Associates

NETIMA is proud to introduce our secure patient portal. The patient portal is an internet based system designed to provide a secure, HIPAA compliant method of communication between the office and the patient. The patient portal is an optional feature that is being offered to our established patients at their request. After logging into the patient portal using the token number you are given by our practice you will create your own logon and password.

Patient Portal Policies

Do NOT use email to communicate if there is an emergency or to communicate about HIV/AIDS:

- In an emergency, call 911 or for urgent needs call Northeast Tarrant Internal Medicine Associates (817) 283-2888 immediately.
- Sensitive subject matter (HIV/AIDS, mental health, work excuses, etc.) is not permitted.

Proper subject matter for portal communication:

- Medical questions, lab results, appointment & referral requests, etc.

Current functionality of Patient Portal:

- Medication refill requests & questions. We do not refill narcotics/stimulants through this site.
- Viewing of lab results that have been sent to you.
- Viewing of selected health information (allergies, medications, current problems, past medical history).
- Referral requests.
- Appointment requests.
- Viewing of appointments as well as past and current statements.

All communications will be included in your patient health record.

Privacy:

- All messages sent to you via a secure web portal.
- Emails from you to any staff should be through this portal or they are not secure.
- We will keep all email lists confidential and will not share this with other parties.
- Other Northeast Tarrant Internal Medicine Associates staff members may read your messages or reply in order to help the clinician that has been emailed.

Response time:

- After you agree to the Policy and Procedures and sign the informed consent we will provide you with a token number for you to go home and set up your login
- We will normally respond to non-urgent email inquire within 24 hours but unless sent after noon on Friday or over a weekend/holiday.

Cost:

- At this time the portal access will be free.

PLEASE NOTE!!! If you lose your password and need it reset you will have to come into our office to receive a new token to reset this logon and password. We **cannot** tell you over the phone, e-mail, or mail what your password is.

All Policies and Procedures are subject to change without notice

Access to this secure web portal is an optional service and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service you will receive an email to this effect. You agree not to hold Northeast Tarrant Internal Medicine Associates or any of its staff liable for network infractions beyond their control.

Please sign stating you have read, understand and acknowledge the above policies and procedures and agree to abide by this policy.

Patient Printed Name

Date of Birth

Patient Signature

Today's Date

Patient Email