



Riverside Family Physicians

Your wellness is our business

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PATIENT COMMUNICATION POLICY

[Patient Name: _____ Patient Date of Birth: _____]

Thank you for choosing Riverside Family Physicians, APMC, as your health care provider. We are committed to building a successful physician-patient relationship with you and your family. Your clear understanding of your Patient Communication Policy is important to our professional relationship. Please understand that the way we communicate with each other is a part of that relationship. Please ask if you have any questions about our policies or your responsibilities.

CELL PHONE USE IN OFFICE POLICY

For patient safety and confidentiality purposes we ask that your cellular phone be in (a) silent mode (not vibrate), or (b) powered off while in our facilities. Our group appreciates your immediate compliance with this policy.

Please initial here _____ acknowledging you read, had an opportunity to ask questions and understand the above.

PRACTICE TO PATIENT COMMUNICATION POLICY

For patient safety and confidentiality purposes our practice will need to communicate to you—i.e. laboratory results, visit follow-up. We require that you check the following boxes for all approved communication methods with you regarding your care, as well as your preferred method:

- Phone, Preferred communication method: Yes No, if yes, phone: _____
- Mail, Preferred communication method: Yes No
- Email, Preferred communication method: Yes No, if yes, email address: _____
- Webview/Patient Portal, Preferred communication method: Yes No

Please initial here _____ acknowledging you read, had an opportunity to ask questions and understand the above.

WEBVIEW PATIENT WEBPORTAL POLICY

Webview Patient Web portal is an exciting method of:

- ✓ having updated and around the clock access to important information in your medical record
- ✓ using a secure means of communicating with your healthcare provider

All patients using Webview Patient Web portal agree to the following rules of use:

1. I the Patient understand that the web portal is **NOT** to be used for urgent or emergency situations. In the event of an emergency I will call emergency medical services or 911.
2. I the Patient understand that it may take 72 hours to receive a response to an email request. If I do NOT receive a response within 72 hours I will contact Riverside Family Physicians at (951) 781-6335.
3. I the Patient understand that if I lose my password or username, I may request a new one by calling (951) 781-6335 or in person at one of the Group's locations by providing valid identification.

4. I the Patient understand that I should remember to log out and close my browser when I am finished accessing password protected Portal services. This prevents someone else from accessing my personal information if I leave, share, or use a public computer (i.e., like a library, kiosk, or internet café).
5. I the Patient understand that the terms and conditions of this disclaimer and user agreement may change periodically. Such modifications will take effect immediately upon posting on the web site. I understand that I should review this agreement routinely for changes and modifications.
6. I the Patient hereby agrees to indemnify, defend, and hold harmless the Group and its agents, employees, successors and assigns from and against any and all actions, claims, suits, demands, damages, judgments, losses, and any other costs, liabilities, and expenses, including reasonable attorneys' fees and collection costs, arising from any act, error, or omission of the Group and the provision of or failure to provide any of the Services within the scope of the Web Portal duties as outlined in this Agreement, including but not limited to, advisory and consulting services.
7. I understand that this Agreement is designed to, and by express agreement between the parties, does in fact, reach as far as California law permits.

Enroll in Webview/Patient Portal at this time? Yes No

Please initial here _____ acknowledging you read, had an opportunity to ask questions and understand the above.

I, _____, have read, understand, and agree to the provisions of this Patient Communication Policy Form. I understand that this policy will be strictly enforced.

By signing this agreement I understand and agree to all the terms and conditions in this agreement. The invalidity of any provision(s) or portions of provision(s) of this Agreement shall not affect any other provision(s) or portions thereof. In the event that one or more provisions (or portions thereof) of this Agreement are declared legally invalid, the remainder of this Agreement shall remain in full force and effect, Changes in the law affecting the terms of this Agreement shall be deemed incorporated upon their effective date. I understand that the availability and functionality of this web portal may change without prior notice. I understand and agree to not to hold Riverside Family Physicians, APMC nor its employees or officers liable for any unanswered Patient Portal requests or messages.

Patient/Guardian Signature

Patient/Guardian Name

Date of Birth

Date

Witness Signature

Witness Name

Date