

# WOLFE-SIMON MEDICAL ASSOCIATES, P.A.

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## Office Policy Updates and Patient Portal Information

EFFECTIVE SEPTEMBER 2012

In an effort to improve your access to timely care and also comply with new federal guidelines, patient communications regarding your personal health, appointment reminders, and practice updates will be delivered via email and the secure online patient portal effective September 2012. The patient portal can be accessed from our website.

All patients are required to provide current email addresses and cellular phone numbers. If you are not comfortable using a computer or do not have a cell phone, you may give your consent to a caregiver who does and is willing to represent you. All patients are encouraged to enroll in an important service: Portal Connect. With Portal Connect membership, you (and your family) will be able to connect with Wolfe-Simon Medical Associates, our office, and your overall health history anytime from anywhere. You'll save time, better manage your family's health, and save money.

Portal Connect makes it really easy to:

- Send *and* receive secure email to Wolfe-Simon Medical Associates and the office staff
- Make appointments online
- Receive and access all your lab and test results
- Receive discounts on hundreds of prescriptions and over-the-counter medications
- Earn cash back on purchases of more than 300,000,000 products from more than 5,000 leading merchants
- Manage your medical record with Wolfe-Simon Medical Associates, including medications, allergies, weight, and vitals
- Access appointment summaries and treatment plans
- Request prescription renewals
- Manage your pharmacy locations

**The following policy changes are effective as of September, 2012.**

**Please acknowledge you have read the information on this page: INITIAL HERE: \_\_\_\_\_**

- **Prescriptions**—To conform with guidelines prescription periods will now be limited to 90 days for non- controlled medication. Prescription renewals may require an office appointment. Portal Connect subscribers may email the doctor directly with their prescription renewal request. Not all renewals may be authorized, i.e. certain prescriptions and controlled substances will require an office visit.
- **Labs**—Portal Connect subscribers will receive an email via the Patient Portal that notifies them of the availability of lab and test results in their Personal Health Record. Lab and test results in the Patient Portal may be viewed, printed, downloaded and forwarded. Non-subscribers may obtain copies of their lab and test results by contacting the office.
- **Referrals**—Portal Connect subscribers may request referrals from their doctor via email through the Patient Portal if they have been seen in the last six months. Some patients may be required to be seen in the office. Most but not all referrals may be authorized. All other patients must request referrals by calling the referral line (856) 667-3052.
- **Cancellations**—All patients will receive appointment reminders via email the day before their appointment. The office should be notified as soon as possible regarding cancellations or changes. Portal Connect subscribers may cancel or change their appointment via the patient portal online scheduler. All other patients must contact the office via phone.
- **Email**—Patient communications regarding your personal health, appointment reminders, and practice updates will be delivered via email and the secure patient portal (accessed from our website).
- **Discounts**—Prescription and retail discounts through the Portal Connect affiliates are only available to members.