

MyHealthSMMC Consent Form

When you sign up for San Mateo Medical Center's patient portal, you will be asked to review and agree to the following:

My Health SMMC – San Mateo Medical Center's Secure Patient Portal – offers secure viewing and communication so you can view parts of your medical record and communicate with your provider and care team. Secure messaging has certain risks. To manage these risks, there are conditions of participation. This consent form lets us know you have been told about the risks and agree to the conditions of participation.

How the Secure Patient Portal Works: Our secure patient portal uses encryption to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows your password to log in to the portal. Because the connection between your computer and the portal uses secure technology, you can read or view information on your computer, but it is encrypted in transmission between the portal and your computer.

Protecting Your Private Health Information: This method of viewing and communicating prevents anyone from being able to access or read messages while they are being sent. No system is perfect, and we will do our best to maintain electronic security. To keep messages are secure you must: (1) Give us your true, correct email address. We will use that e-mail address to let you know when there is new information from your doctor; (2) Tell us as soon as possible if your e-mail address changes; and (3) Protect your MyHealthSMMC username and password so nobody can see your records except you, unless you give them authorization. If you think someone has learned your password, you should change it immediately.

Lab and Imaging Results: I consent to the electronic release of my test results to the patient portal. I understand that certain test results may not be released immediately due to regulatory requirements including, but not limited to, HIV results, hepatitis, drug use, or routinely processed bodily tissues. When a test result is not released immediately, I understand my care team will give me the results verbally and then release them to the patient portal, unless I instruct otherwise.

Patient Acknowledgement and Agreement: (1) I acknowledge that I have read and fully understand this consent form and the policies and procedures regarding the patient portal that appears when I log into MyHealthSMMC; (2) I understand the risks associated with online communications between my provider, my care team, and me, and consent to the conditions explained above; (3) I agree to follow the instructions to protect my health information, as well as any other instructions my provider or care team may need to communicate with patients in the portal; and (4) All of my questions have been answered and I understand and agree with the information provided in the answers.