

Greater Rochester Orthopaedics, PC

Patient Portal Instructions



- Once you have signed and returned the attached patient portal agreement, GRO will web enable your portal account. If you do not receive an e-mail within 48 hours from when you returned your agreement, please contact our office at 585-295-5313. Please first check your spam or junk e-mail folder before contacting our office. If our staff has questions regarding your e-mail address, they will contact you for clarification.
- An e-mail containing our patient portal url, your username and your temporary password will be sent to the e-mail address you provided. The e-mail will come from reminders@eclinicalmail.com. Enter the url address, **<https://mycwl4.eclinicalweb.com/portal784/jsp/login.jsp>** into your web browser. You will be directed to enter your user name and temporary password. From there, for validation purposes, you will be prompted to enter the date of birth of the patient, along with a phone number on their account.
- After the validation occurs, you will create a new password and set your security question.
- The eClinical Works consent form, as well as the GRO consent form will appear. Please review these and check the box stating that **“I have read the consent form and the above information and I accept the conditions;” then click agree.**

Current functionality of our Patient Portal:

- communicating with our practice securely and efficiently
- viewing your personal health record
- viewing your lab results
- viewing your billing statements
- requesting an appointment and viewing your current appointments
- requesting a prescription from a pre-populated list of currently refillable prescriptions
- managing and updating your personal information

... all from a place and time of your convenience.

If you have any questions regarding our patient portal, please contact our office manager at 585-295-5313.

To enroll, please read, sign, detach and return your signed patient portal agreement.

Begin today to take an active role in managing your healthcare!

Detach and keep this page for your reference

Greater Rochester Orthopaedics, PC

Patient Portal Agreement



Greater Rochester Orthopaedics, P.C. (“GRO”) provides our patient portal site for the exclusive use of our valued patients. Our secure patient portal has been established to enhance your communications with your provider. In order to use our patient portal, all users must first be established patients of GRO, must be at least 18 years old, and must agree to the terms of this Patient Portal Agreement (“Agreement”). A patient is referred to in this Agreement as “you” and/or “your”.

Once you have signed this Agreement and have provided GRO with a secure e-mail address, you will be provided with your own unique username and password as detailed in the attached Patient Portal instructions. You must inform GRO of any changes to your e-mail address and other account information. You are solely responsible for keeping track of who has access to your e-mail and patient portal account.

Your access to our patient portal is limited to (a) communicating with our practice securely and efficiently; (b) viewing your personal health record; (c) viewing your lab results; (d) viewing your billing statements; (e) requesting an appointment and viewing your current appointments; (f) requesting a prescription from a pre-populated list of currently refillable prescriptions; and (g) managing and updating your personal information.

Our patient portal is **NOT** intended for: (a) use for emergency purposes (if you have a true emergency or are in need of immediate medical care, contact 911); (b) requesting **new** prescriptions or refills for conditions for which the patient is not being treated by GRO; and (c) requesting **narcotic** pain medication.

You agree to **NOT** use our patient portal to: (a) upload, post, e-mail, transmit or otherwise make available any content that is unlawful, harmful, threatening to another person or entity, abusive, defamatory, vulgar, obscene, tortuous, indecent, libelous, invasive of another’s privacy, or otherwise objectionable; (b) impersonate another user, person or entity, or falsely state or otherwise misrepresent your affiliation with another user, person or entity to gain unauthorized access to the patient portal, usernames and passwords of users, or computer systems and networks connected to our patient portal; (c) make available any unsolicited or unauthorized advertising, promotional materials, junk mail, spam, or any other form of solicitation; (d) intentionally or unintentionally violate any applicable local, state, national or international law; (e) attempt to take any action that, in the sole discretion of GRO, imposes or may impose an unreasonable or disproportionately large load or burden on our patient portal or the infrastructure of our patient portal and/or (f) interfere with the operation of our patient portal or other computers or internet or network connections.

You are responsible for taking all appropriate steps in order to protect yourself from the unauthorized use of patient portal communications, such as maintaining the confidentiality of your password. GRO is not responsible for breaches of confidentiality caused by you or any other third party.

GRO has taken all reasonable steps to ensure that the information in our patient portal is correct and complete. GRO also has administrative, physical, and technical safeguards in place to protect against the unauthorized access to your protected health information. Please read our HIPAA Privacy Notice for information on how your protected health information is used and disclosed by GRO. If you do identify any inaccurate information on our patient portal, you agree to notify GRO immediately. By accessing and utilizing our patient portal you agree to provide factual and accurate information to GRO at all times.

You understand that the availability or functionality of our patient portal may change without prior notice. GRO may terminate this Agreement and your right to use our patient portal at any time, with or without cause. Also, the terms of this Agreement may be changed periodically at the discretion of GRO and you agree to sign a new Agreement as a requirement to your continued use of our patient portal. If GRO does suspend or terminate its patient portal service, you will be notified as promptly as we reasonably can. Your access to our patient portal service will be discontinued if you no longer are a patient of GRO. You can discontinue your use of our patient portal anytime by contacting our office manager at 585-295-5313 and requesting this discontinuance.

You understand that access to our patient portal may be monitored and audited by GRO. You understand that this Agreement is governed by New York law and that all changes in the law affecting the terms of this Agreement shall be deemed incorporated into this Agreement upon their effective date.

You acknowledge that you have read and fully understand the terms contained in this Agreement. You have reviewed the risks and benefits of using our patient portal and understand the risks associated with online communications with your providers at GRO, and consent to the conditions outlined in this Agreement at your sole risk. You acknowledge that GRO is not responsible for any network infractions beyond our control. You acknowledge that using our patient portal is voluntary and will not impact the quality of care you receive from GRO. You acknowledge and understand that the online communications through our patient portal does not decrease the other ways in which you can communicate with a provider at GRO.

Print Patient's Name

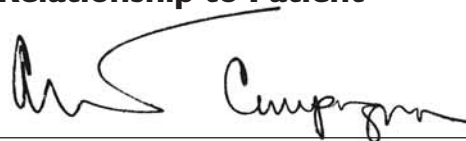
Print Name of Legal Representative
(If patient is under 18 yrs. of age)

Patient's Signature

Signature of Legal Representative

Patient's Date of Birth

Relationship to Patient



Date Signed

Business Manager, GRO, 9/19/11

Patient E-mail Address (please print clearly)

**Greater Rochester
Orthopaedics, PC**

*General and Specialty
Orthopaedic Surgery*

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