



## PATIENT PORTAL USER CONSENT FORM

The patient portal is provided as a convenience for our established patients over 18 years of age and is available 24x7 from any web based browser. You can access the patient portal by visiting the direct URL at <https://myhealth.boisestate.edu>. To login, simply use the same username and password that you use to log on to your Blackboard or Boise State email account.

The patient portal is designed to enhance communication between patient-provider; it is not intended to replace a face to face encounter with a provider. Please be advised that complex or multiple questions may require that you schedule an appointment for an office visit.

### Health Services uses the patient portal to provide the following services:

- View information about your past, and upcoming appointments
- Review your medical summary, medication list, treatment history, and immunization records
- Review a financial summary after each visit
- Read and reply to secure messages from your healthcare team
- Send documents to us electronically (such as proof of insurance, or records from other institutions)
- If you need to make a payment, please call us at (208) 426-2158.

### For your safety, Health Services does **NOT** use the patient portal to:

- We DO NOT use the patient portal for emergency, life-threatening or urgent requests. **If you have an emergency or life-threatening health related matter call 911 or go to the nearest emergency room.**
- We DO NOT provide internet based triage or facilitate treatment requests via the portal. A diagnosis can only be made and treatment rendered after you schedule an appointment and see a provider in the clinic during our regular business hours.
- We DO NOT refill medications not currently being prescribed by your provider, or refill narcotic pain medications through the portal. You will need to call our office at (208) 426-1459 to schedule an appointment with us.

Please see the Portal Terms of Use Agreement which is available on the Health Services website at the following URL: <https://www.boisestate.edu/healthservices/patient-portal/> for a more complete description of the terms and conditions under which you may use and access the Portal.



## SECURE MESSAGE HANDLING

Please do not use your personal email to contact our staff, messages sent from your personal email address may not be secure and could be read by a third party. Not only is sending messages through the patient portal encrypted and secure, another benefit is that the patient portal directly linked to your health records and any communication sent with the patient portal may also become a part of your permanent health record.

Our hours of operation are 8:00 am- 5:00 pm Monday, Tuesday, Thursday, Friday and 10:00 am – 5:00 pm on Wednesdays. While you can reply to certain messages you receive from us at any time, messages received after business hours may not be viewed until the next business day. Staff members other than your provider, such as our reception staff, nurses, and our billing department may be involved in handling your messages. We do our best to respond to messages within 48 hours, if you do not receive a response within 72 hours, please call our office at (208) 426-1459.

## PRIVACY AND SECURITY

While all of your information in the portal is private and secure, there are several things you must do to on your end to make sure your information stays private and secure.

**Be sure that you never share your password with others; anyone that knows your password can access your private health information.** If you have forgotten, or think that someone has learned your password, you should promptly go to <https://my.boisestate.edu> and click on reset/create password link to change it. If you believe your password has been compromised, we recommend that you contact us at (208) 426-1459 during our regular business hours and we can temporarily suspend access to your portal account until the issue has been resolved.

We recommend using a personal computing device that you have direct control over to view your personal health information, such as your mobile phone, or a personal laptop or computer. To protect your privacy, be sure to log out of the portal and completely close the browser when you are finished with your session. **YOU SHOULD NEVER USE A PUBLIC COMPUTER TO ACCESS YOUR PATIENT PORTAL**, such as those found in libraries, hotels, airports, and computers found in common areas across campus, etc. I understand that if I choose to use a public computer, and download, or print my medical records and lose or misplace them, then that information may longer be private and I understand that Health Services is not liable for any information I may have lost or misplaced.



**BOISE STATE UNIVERSITY**  
HEALTH SERVICES

**PATIENT PORTAL USER CONSENT FORM - ACKNOWLEDGEMENT AND AGREEMENT**

I understand that access to the patient portal is provided as a convenience and does not affect or replace the level of service that I will receive from Health Services. I understand that Health Services

reserves the right to terminate my access to the patient portal if abuse or negligent usage of the patient portal becomes an issue. Or, if I so choose, I understand that I have the right to suspend or terminate my patient portal account for any reason by calling (208) 426-1459 during normal business hours.

I acknowledge that my signature below indicates that I have read and fully understand the risks and benefits of using the patient portal, and that I have had a chance to have all of my questions answered. I also agree that although I have signed this consent form today, Health Services may ask me to periodically re-sign this consent form to remind me of the risks and benefits of using the patient portal.

\_\_\_\_\_  
Patient/Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
University ID #

\_\_\_\_\_  
Date of Birth

I am employed by Boise State University