



Margolin, Keinarth & Alberda, M.D. Family Health Center

Patient Portal Agreement

Margolin, Keinarth & Alberda M.D. provides this site in partnership with e-MDs for the exclusive use of its established patients. The patient portal is designated to enhance patient-physician communications. All users must be established by a previous office visit.

We DO NOT provide emergency services for users of our site. If you have an emergency or other urgent matter you should contact your personal physician by telephone or proceed to the closest emergency room.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Margolin, Keinarth & Alberda M.D. at its current physical facility 5222 Burnet Road, Suite 200, Austin, Texas 78756. For questions about this site, contact us at (512) 459-9889.

The patient portal does provide the following services:

- Medication refill request
- Communication of laboratory results from staff to patient
- Review Patient's medical summary, medication list, treatment history and visitation dates
- Schedule requests, patient directed scheduling, and waiting list requests
- Limited communication regarding on-going treatment

The patient portal is not intended to provide internet based diagnostic medical services. Also following limitations apply:

- No internet based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and SEES (face-to-face encounter) the doctor.
- No Emergent communications or services. Any urgent conditions should be treated at an emergency department or dial 911.
- No request for narcotic pain medication will be accepted.
- Request for re-fill medication not currently being treated by the physician

Response Time: We will normally respond to non-urgent email inquires within 24 hrs., but no later than 3 business days after receipt.



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If you have reasons to believe that breach of HIPAA exists with the patient portal and Margolin, Keinarth & Alberda, M.D. has not satisfactorily remedied the situation, you may file a complaint to the Texas Medical Board at:

Texas Medical Board
ATTN: Investigations
333 Guadalupe, Tower 3, Suite 610
P.O. BOX 2018, MC-263
Austin, Texas 78768-2018
(800) 201-9353
<http://www.tmb.state.tx.us/>

Patient Acknowledgement and Agreement

I acknowledge that I have read and fully understand this consent form. I have been given risks and benefits of patient portal and agree that I understand the risks associated with online communications between my physician and patient, and consent to the conditions outlined herein. I acknowledge that using the patient portal is entirely voluntary and will not impact the quality of care I receive from Margolin, Keinarth & Alberda, M.D. should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered with clarity.

Patient Signature

Print Name

Date

Email: _____
