

Dear Participant/Healthcare Agent/Guardian,

We are thrilled to announce that the Elder Service Plan of Harbor Health Services has a new tool to make it easier for you to communicate with the ESP clinical staff.

You are invited to access our Patient Portal, an online account where you can send us secure messages at your convenience on behalf of the ESP participant. Using the Patient Portal is easy. You can log in wherever you have an internet connection. Use it with any computer or by going on to the internet using your Smartphone.

There are many uses for the Patient Portal that can benefit you. When you send us a message through the Patient Portal, we will respond to you within one business day. Additionally, the Patient Portal is a great way for us to send you important messages and documents, such as your Care Plan. For more detail, please read through the "Patient Portal Usage Guidelines" page to review what kinds of messages can be sent from the Patient Portal.

As a participant, you may request to use the Patient Portal yourself, or request that a friend, family member or other person use it on your behalf. To sign up, complete the attached form and send it back to us in the envelope provided. It is important that you sign the agreement, even if requesting that a friend, family member or other acquaintance use the Patient Portal on your behalf.

As a Healthcare Agent/Guardian, you may sign up on behalf of your ESP participant to send and receive messages about his or her care. To enroll, complete attached form and send it back to us in the envelope provided.

Once we receive your form, we will send you an email with your username and temporary password. Keep the answer to your security question – you will need it to log in.

If you have questions regarding the Patient Portal, please contact Patient Portal support at 617-533-2336.

Sincerely,

Kathryn Burns

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## Patient Portal Usage Guidelines

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The Patient Portal is an easy and convenient way to communicate with your care team. In some situations, sending a message via the Patient Portal may work better for you than a phone call because it does not require you and your care team to be available at the same time. Many medical practices and their patients find it works very well for communicating and answering questions.

### Use the Patient Portal to:

- Ask routine, general questions about your health and your family's health
- Ask routine questions you may have forgotten to ask at a recent visit

### Do not use the Patient Portal for:

- EMERGENCIES or other urgent situations requiring a same-day response
- Diagnosis or treatment of medical or mental health symptoms
- Complicated questions or concerns that may require more in depth discussion

### Please also consider:

- Messages sent via the Patient Portal will become part of your medical record
- Some messages will be answered by nursing or staff
- Messages may be shared with other health care providers involved in your care
- We aim to respond to all messages within one business day. If you do not hear from us by that time, please call the ESP
- Once enrolled, it is your responsibility to keep your username and password secure. Harbor is not responsible for privacy breaches if a username or password is lost
- Harbor will never ask you for your password once we provide you a temporary one. If someone calls and asks you for it, they may be falsely impersonating Harbor—do not give out your password
- Anything you print from the Patient Portal is your responsibility. To protect your privacy, keep these papers safe. Don't leave them in a public place.
- If you use the portal inappropriately—either by writing abusive language or treating the Patient Portal as a substitute for an appointment—Harbor reserves the right to turn off your access to the Patient Portal

As a service to our patients, Harbor completes the registration and enrollment process—creating a temporary user name, password and security question. You are responsible for changing their temporary password when you first log in. You must keep your username and password private.

## Patient Portal Agreement | Healthcare Agent/Guardian

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I, \_\_\_\_\_, hereby certify to Harbor Health Services, Inc. that I am the legally designated and authorized

*(check one)*

- Healthcare Agent
- Guardian

for \_\_\_\_\_ (Participant).

I hereby request that Harbor Health Services, Inc. provide me with a Patient Portal account for the participant named above.

I further certify that in the event that my appointment as Healthcare Agent or Guardian is terminated for any reason, I will immediately notify Harbor Health Services, Inc. at the address below and will immediately cease using the participant's Patient Portal account.

<b>Participant name (please print)</b>	<b>Participant Date of Birth:</b>
<b>Name of Authorized Person (please print)</b>	
<b>Authorized Person's email address</b>	
<b>Authorized Person's city of birth (answer to security question)</b>	

Authorized Person's signature

Today's date: