

Barry Shibuya M.D. Inc. - Rheumatology

Specialize in Arthritis, Osteoporosis & Related Autoimmune Diseases

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Patient Portal Information Sheet – version 2012-09

Patient Portal use is limited to non-urgent communication and requests that are not time-sensitive. In the event of an EMERGENCY, dial 911. For urgent request, please call office directly during normal business hours.

What is the Patient Portal System?

Patient Portal (PP) is a secure web-based system that allows for secure communication and transfer of information between Barry Shibuya M.D., Inc. and the patient. Unlike traditional email, PP ensures privacy and is in compliance with Federal and State regulations. PP has a service tunnel connection with our clinic that uses **encryption** (a form of electronic security) to prevent unauthorized persons from accessing your health information or communication to us. It is designed to supplement, not replace the face-to-face encounter with your healthcare provider.

Features of Patient Portal: [***Note: All communication via PP will be included in your permanent patient record].

- ***Messages:** This allows you to send and receive secure email to/from our staff that's non-urgent. You can also ask billing questions etc. (*Please be concise when typing a message.*)
- ***Lab/Tests Results:** You can receive copies of lab/tests done in the office, their results, and any explanations or comments done by your provider
- ***Health Summary:** You can view information in your electronic health record. You can review and check for accuracy as well as print for other physicians or to keep for your records.
- ***Medications:** You can view current and past medications written by our office. You can also request REFILLS here – just make sure we have your accurate pharmacy information.
- ***Appointments:** You can view upcoming appointments or see requested appointments once every 7 days only. Please call office directly for any changes within 3 days of scheduled appointment(s).
- ***Demographic information:** update address, phone number, insurance, etc.

Inappropriate use of Patient Portal: Refills of Narcotics request, and other sensitive subject matter – e.g. HIV, mental health.

Response Time:

You can access PP 24/7 but our office doesn't have 24 hour presence. Therefore, if you have an urgent/time-sensitive medical need, you should call our office during normal business hours. For emergency, please call 911 or your primary care provider.

We normally respond to non-urgent inquiries within 24 hours but no later than 3 business days after receipt. Please wait 24 hours before calling our office to check on the status of your requests.

WHO is eligible to Participate in Patient Portal?

Current patients who are at least 18 years of age are eligible to participate in PP. We will provide a user name and a temporary password to each patient who requests access and has signed our **Patient Portal Authorization Agreement**.

HOW to Use Patient Portal?

Once we have received the signed Patient Portal Authorization Agreement from you and have authenticated your identity, you will be given a Login and a temporary password. You will also be receiving a secure unique email link to change your password. Please note: OUR CLINICAL STAFF DO NOT HAVE ACCESS TO YOUR PASSWORD, we can only help you reset your password and the Patient Portal system will generate a new password reset link to you.

*To access the clinic's Patient Portal Home Page: visit www.DrShibuya.com

*During log-in process, you may encounter a browser security warning. If you do, please select "**Continue**" to log-in to the portal.

* You can also request for an appointment or get directions to the clinic BEFORE you log in. Click on **Appointment Request** or **Get Directions** under **Menu Bar** on the left.

*To log-in to Portal, click **Login** button and type in your assigned user name and password.

*You can INCREASE the font size on the PP, use **font size controls** on the Menu bar to increase/decrease the text size.

*Communicating through the PP: Please click on the appropriate **Tab** and follow the instructions given. **Note: Medication Tab – includes Refill request, Appointment Tab – includes appointment request.**