



Electronic Communication and Web Portal Participation

Electronic Communication

Your therapist cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, your provider will do so. While Premier Wellness Healthcare and your provider may try to return messages in a timely manner, they cannot guarantee immediate response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail are considered telemedicine by the State of Maryland. Telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another.

If you and your provider choose to use technology for some or all of your treatment, you need to understand that:

1. You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
2. All existing confidentiality protections are equally applicable.
3. Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
4. Dissemination of any of your identifiable images or information from the telemedicine interaction with researchers or other entities shall not occur without your consent.
5. There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs. Effective therapy is often facilitated when the provider gathers within a session or a series of sessions a multitude of observations, information, and experiences about the patient. The provider may make clinical assessments, diagnoses, and interventions based not only on direct verbal or auditory communications, written reports, and third-person consultations, but also on direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include but are not limited to the provider's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the provider not being aware of what they would consider important information that you may not recognize as significant to present verbally to the provider.



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Web Portal Participation

Premier Wellness Healthcare is pleased to offer you the chance to communicate with your provider using https://prewellhealth.clientsecure.me/client_portal/client_accesses/sign_in, our new web portal. **Simple Practice** is a safe and secure way for your provider to communicate with you and for you to communicate with your provider. There is no charge for using **Simple Practice**.

You can use **Simple Practice** to:

- Complete intake forms
- Check on upcoming appointments
- View your balance
- Make a payment on your account
- Chat with your provider

We can use **Simple Practice** to:

- Send you the required documents
- Remind you about your appointments
- Reply to any messages you send us
- Answer your questions without playing “telephone tag”

How Simple Practice Works

We will use your email address to send you a one-time link to the password-less portal.

1. At the top they should select “Existing Client? Sign In” in green
2. They should then enter the email address PWH has on file and select “send link”
3. The link will go to their email address, they should click their link which will allow them access to their patient portal
 - a. This link will only be valid for 24 hours, after 24 hours, the link is no longer accessible, and the patient will need to request a new one-time link following steps 1-3.
 - b. The link is only accessible for 1 use

We will use the e-mail address that you give us to send you an e-mail that a message is waiting for you on **Simple Practice**. No treatment information will be in the e-mail that we send you.

When you receive it, you will go to the portal to retrieve the secure message that we left for you. It is as easy as that!

It is up to you to make sure that your e-mail is working, and that our e-mail doesn’t end up in your “junk mail” folder. If you stop using e-mail or change your e-mail address, you need to call the practice and let us know right away.

When you use **Simple Practice** to send a message to us, someone will answer by the next business day.



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Do not use *Simple Practice* to communicate urgent matters!
If you have a problem that needs immediate attention, or you are not certain whether it can wait, call the office.

Printed Name

Relationship

Signature

Date