

AveraChart Patient Portal User Agreement

The AveraChart patient portal offers the patients of the facilities listed on www.AveraChart.org secure electronic access to portions of their medical record. This can be a valuable communications tool, but certain precautions should be used to minimize risks. In order to manage these risks we have imposed some terms and conditions for participation. By selecting 'Accept' at the bottom of this page, you will demonstrate that you have been informed of these risks and agree to the conditions of participation to include the [Terms and Conditions, Privacy Policy](#) that are subject to change.

We understand the importance of privacy with regard to your health care and will continue to protect the privacy of your medical information. The use and disclosure of medical information is described in the health facility's Notice of Privacy Practices. Contact the health facility for a copy of its Notice of Privacy Practices. Access to this secure web portal is an optional service and AveraChart may suspend or terminate it at any time for any reason. If access is suspended, you will be notified as promptly as possible. By selecting 'Accept', you acknowledge that you understand the terms and conditions, agree to comply with them and all of your questions have been answered to your satisfaction. If you do not understand or do not agree to comply with these terms and conditions, please choose to 'Decline' at the bottom of this page. If you have any questions we will gladly provide more information.

This site is provided for the exclusive use of its established patients. AveraChart is designed to enhance patient and physician communications. All users must be established by a previous visit to a facility utilizing AveraChart. 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 AveraChart, the user agrees to provide factual and correct information.

For questions about this site contact Avera at email webmaster@avera.org.

AveraChart provides the following services:

- Communication of laboratory & radiology results to patient;
- Medication lists;
- Visit history;
- Appointment requests and appointment reminders; and
- Limited communication regarding ongoing treatment.

AveraChart is not intended to provide Internet-based diagnostic medical services. The following limitations also apply:

- No Internet based triage and treatment requests. Diagnosis can only be made and treatment rendered after the patient schedules an appointment and SEES the doctor.
- No emergency communications or services. Any emergency conditions should be seen at the closest emergency department or call 911.
- No new requests for narcotic pain medication will be accepted or requests for refill medication not currently being treated by the physician.

AveraChart is provided as a courtesy to our valued patients. If abuse or negligent usage of AveraChart occurs, we reserve the right at our sole discretion to terminate AveraChart offering, suspend user access, or modify services offered through AveraChart.

Patient Acknowledgement and Agreement

I acknowledge that I have read and fully understand these terms and conditions. I understand the risks associated with online communication between my care team and me as the patient, and consent to the conditions outlined herein. I acknowledge that using AveraChart is entirely voluntary and will not impact the quality of care I receive from a healthcare facility should I decide against using the AveraChart. In addition, I agree to adhere to the terms and conditions set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications. I had the opportunity to ask questions related to AveraChart and these terms and conditions. All of my questions have been answered.