

Important Information Regarding the Patient Portal: By accessing this Portal, you, the patient, understand that this Patient Portal is NOT to be used for urgent or emergency situations and should be limited to non-emergency communications and requests. In case of an emergency, call 911 or go to the nearest emergency room.

Updox (“Patient Portal”) Waiver of Liability and Informed Consent to Release Medical Records (collectively “the Agreement”) for Northside Hospital, Inc., its providers and provider practices (collectively the “practice”).

By clicking “I Agree” below, you accept the terms below and understand that:

If you have an emergency medical condition (including but not limited to difficulty breathing, shortness of breath, wheezing, throat closing, tongue swelling, chest tightness, chest pain, or increased heart rate) YOU SHOULD CALL 911. Do NOT leave a message on this portal.

You may leave a non-urgent message on this Patient Portal. This Patient Portal is not intended to replace an office visit. Please do not send messages through the Patient Portal that require immediate medical attention. You will receive a response to your non-urgent message within 48 hours on weekdays or on a Monday after a weekend. If you DO NOT receive a response within 72 hours you should contact the practice.

Response time may be longer if the Patient Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Northside Hospital, Inc., its affiliated practices, providers or any of its staff, in any way liable or responsible to you for such modification, suspension or disruption of the Patient Portal.

The Patient Portal may include information in the form of news, opinions, or general educational materials that should not be construed as specific medical or any other health care advice, diagnosis, or treatment. All content is for informational purposes only. The content is not intended to be used for medical or health care advice, diagnosis or treatment. You should consult your doctor or other qualified health care provider if you have any questions regarding a medical condition or before you commence or discontinue any course of treatment, take any drug, or make any changes to your diet. You should not ignore or delay obtaining medical or other health care advice because of information accessed through the Patient Portal. You should call your doctor or other qualified health care provider immediately if you think you may have a medical emergency.

Informed Consent:

You understand that the terms and conditions of this disclaimer and user agreement may change periodically. Such modifications will take effect immediately upon posting on the web site. The Patient Portal is a secure HIPAA compliant communication tool that is provided as a courtesy to our patients and their parents. It is an optional service, and we reserve the right to suspend or terminate it at any time. By agreeing to the terms below, you confirm that you have read, understand, and agree to comply with our procedures and guidelines for using the Patient Portal.

You also agree not to hold Northside, its providers and affiliated practices or any of their staff liable for network infractions beyond their control. You agree to hold Northside, its providers and affiliated practices harmless of any and all liability and/or damages relates to the use of this Patient Portal page, including but not limited to information lost due to technical failure.

Privacy and Security:

The Patient Portal or webpage has a secure tunnel connection with our practice that uses encryption to keep unauthorized persons from being able to access and read your health information or your communications to us. To help ensure that the tunnel remains secure, we need to have your current (private) email address and be informed if it ever changes. Keep your portal user ID and password secure so that only you, or someone authorized by you, can gain access to patient information. You represent and warrant that all information you provide or supply to the Patient Portal, including without limitation, your registration information, is accurate and complete. You are responsible for the security of your password(s) and for authorizing, monitoring, and controlling any access and use of your account and password(s). You must promptly notify the practice of any unauthorized use of your account or password(s).

Communication via the Patient Portal may be included in your permanent medical record. Our practice strongly recommends that confidential issues, such as HIV/AIDS, mental health or chemical dependency matters NOT be addressed via e-mail. Please call our office directly for questions of this nature.

By clicking "I agree," you understand and agree to all the terms and conditions in the Agreement. The invalidity of any provision(s) or portions of provision(s) of this Agreement shall not affect any other provision(s) or portions thereof. In the event that one or more provisions (or portions thereof) of this Agreement are declared legally invalid, the remainder of this Agreement shall remain in full force and effect. Changes in the law affecting the terms of this Agreement shall be deemed incorporated upon the effective date. You understand that the availability and functionality of this Patient Portal may change without prior notice. You understand and agree not to hold Northside, its providers and affiliated practices liable for any unanswered Patient Portal requests or messages.

If you agree to these terms, please select the "I Agree" button. Otherwise select the "Cancel" button.

Updox Sign Up Disclaimer:

By agreeing to these terms for our secure forms and the terms of use for the Updox Portal Services, (the "TOU"), you will enter a secure area of the Updox Portal. In addition to the disclaimers and limitations set forth in the TOU, Northside Hospital or any affiliates will not be held responsible in the event your electronic message is not transmitted due to technical problems related to this site or to the hosting server. All personnel identifying information is encrypted and your message will not be internally or externally forwarded to other third parties.

The information will solely be used by Northside Hospital, affiliates or your care provider. Your request will be processed within 48 hours, during normal business hours, Monday-Friday 9:00 am-4:30 pm excluding holidays. If you do not accept the terms of this disclaimer, you will not be able to process your request on-line. If you have questions regarding the use of these forms, please contact our office during normal business hours.