

The Nord Center Patient Portal Policy & Procedures

The Nord Center provides this site for its clients/patients. The patient portal is designed to improve patient – treatment team communications. All users must be active clients of The Nord Center. We strive to keep all of the information in your records updated. If you identify any discrepancy on your record, notify The Nord Center immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information. The Nord Center maintains the information on the patient portal, at its current physical facility located at 6140 South Broadway, Lorain OH 44053.

Policies and Limitations:

The patient portal is provided as a courtesy to our clients. We are focused on providing the highest level of service and health care. However, if abuse or negligent usage of patient portal persists, we reserve the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered through the patient portal. Also the following policies and limitations apply:

1. **Do not use portal communication if there is an emergency**, please dial 911 or go to the Emergency Room or call our crisis line at 1-800-888-6161.
2. This portal should not be used to request an appointment, change an appointment or request services.
3. Please do not request medications through this portal. Utilize the medication refill line at 440-204-2046 or contact scheduling at 440-204-4224 for an appointment.
4. By completing the Request for Health Record Access Online Form you are agreeing to the Policy and Procedures. We will attempt to send a “welcome message” email to you. This will provide a link to the Portal login screen along with your username and password. It is your responsibility to change your password. If you have not received an email from us within 3 working days, **please call The Nord Center**. We will not respond directly to your email. All electronic communications must be through the Patient Portal.
5. We will attempt to respond to non-urgent email inquiries within 24hrs but no later than 3 business days after receipt. If you have not received an email from us within 3 working days, **please call The Nord Center**.

Guidelines and Security:

The Nord Center offers secure viewing and communication as a service to our clients who wish to view parts of their records and communicate with our staff. The patient portal is provided with high-level encryption that exceeds HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee that unforeseen events cannot occur. All new and established patients have a signed HIPAA agreement form and have been given a copy of our HIPAA policy. If you do not recall having a signed HIPAA agreement form or need to reacquaint with our HIPAA policy, a copy can be provided to you for your review. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. By completing the Request for Health Record Access Online Form you accept the risks and agree to the conditions of participation. After completion of the form we will send you an email notification that tells you how to log in for the first time. Please keep this email in a safe place for future reference. Following the instructions on the email, you should be able to login using the username and password provided. Once logged into the portal, you should click on the change password link. This is very important to make sure your information remains secure and private.

Protecting Your Private Health Information and Risks

While we try to ensure that all communication through the portal is secure, keeping it secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) will be able to access the email. Only you can make sure these two factors are present. **We need you to make sure we have your correct email address and you MUST inform us if it ever changes.** If you think someone has learned your password, you should immediately go to the Patient Portal and change it. If you forgot your password, call The Nord Center at 440-204-4245. We understand the importance of privacy in regards to your health care and will strive to make all information as confidential as possible. We will never sell or give away any private information, including your email address.