

AAIR, PC Patient Portal Information, Terms of Use & Consent Form

Allergy Asthma Immunology of Rochester, PC, (AAIR, PC) is pleased to offer a secure, HIPAA compliant Patient Portal that will enable our patients to communicate with us electronically. Via this portal, patients will be able to request, confirm or cancel appointments, send a message to your provider, request prescription refills, access your medical record, pay your bill online, access online forms and more!

If you are a new patient or an existing patient and wish to use our patient portal, you will need to provide us with an e-mail account and your signed authorization below in order for us to create a new account for you.

You will receive an e-mail notification when your account has been created with instructions on how to further proceed and complete activation of your account. The notification will contain your new portal username, a temporary portal password and an active link that you must click on to complete the activation process. The link will take you to a screen to change your password. Once you do this, your new portal account will be active. **You must complete activation of your account in order to use our portal.**

This portal should not be used to send us messages of an urgent or emergent nature. 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) CALL 911. DO NOT SEND MESSAGES OF THIS NATURE VIA THE PATIENT PORTAL.

Messages of a non-urgent nature will receive a response within 48 hours of receipt. Messages or requests for appointments or prescription refills sent during non-business hours will be considered received by us as of the next business day. **If you do not receive a response within 48 hours, please call our office directly at 585-442-0150.** Messages are limited to 8,000 characters or spaces. Please be concise. At this time, our patient portal does NOT offer e-mail notification of activity on your account. This means that should you send us a question or refill request via the portal, you will need to check back periodically by logging into your portal account.

By enrolling in the Patient Portal you agree to receive e-mail confirmation of your enrollment, portal account activation instructions and notice of activity on your portal account. We strongly advise that you use a private, secure e-mail address to which e-mail notifications will be sent regarding your PHI (personal health information). If you use an Internet (i.e. Hotmail or Yahoo) or a work e-mail address, please be aware that these are NOT private and possibly NOT secure and others, including your employer, may be able to view your PHI.

We also strongly advise that certain confidential issues that are afforded additional privacy protection under NYS Public Health Law such as HIV/AIDS, mental health or chemical dependency matters NOT be addressed via our patient portal. Messages of this nature can be addressed by calling our office directly at 585-442-0150.

I have read and understand the terms of use for the AAIR, PC Patient Portal. I agree to hold AAIR, PC harmless of any and all liability and or damages related to the use of this portal including but not limited to information lost due to technical failure.

Patient Name: FIRST: _____ MI: _____ LAST: _____

DOB: _____ E-mail: _____

Parent/Guardian Name (if patient is a minor): _____

Signature: _____ Date: _____