

Abdallah Karam, M.D., S.C.
2101 South Arlington Heights Road, Suite 100 | Arlington Heights, Illinois 60005
Telephone: (847) 427-2100 | Fax: (847) 427-2111

POLICIES AND PROCEDURES FOR PATIENT PORTAL

1. E-mail usage

Do not use the Patient Portal messaging system for emergencies or urgent communication. Instead, please call **911 for a MEDICAL EMERGENCY** or our office at (847) 427-2100 for non-emergent matters.

2. Proper subject matter of messages

- Use the subject matters embedded in the system, if possible, like prescription refills, lab results, appointment requests, etc.
- Sensitive subject matter (HIV, mental health, sexual issues) are best discussed **IN PERSON** with Dr. Karam.
- Please call the office for narcotic or controlled substance medication refills. Call your pharmacy directly for any other refills.

3. Be concise in your requests to avoid numerous message exchanges just to clarify your intentions.

4. Current functionality of the Patient Portal includes:

- Messaging via secure e-mail.
- Refill requests. Make sure we have your preferred pharmacy on file.
- Appointment requests and management.
- View and print standardized continuity of care record.
- Lab results: View and print lab results including any lab result messages from Dr. Karam.
- Billing: View your office charges and statements.

5. All patient portal communication will be included in your patient record.

6. Our Patient Portal is set up to check your messages when they are viewed, so there is no need to reply that you have read them.

7. Privacy:

- All messages you send via the Patient Portal will be encrypted (see informed consent which is required).
- E-mail to our staff should only be via the Patient Portal. Regular e-mail is not secure and is no longer an appropriate way to communicate with our staff.
- Patient Portal messages sent to Dr. Karam and any staff members will go into their inbox, however, they may be read by other staff members in an effort to support Dr. Karam, something similar to how phone messages might be re-routed. **For very personal matter you should speak to Dr. Karam or his staff in person.**

8. Response Time:

- After initial sign-up for the Patient Portal and agreeing to the policy and procedures as well as the informed consent, you will get a welcome message to your e-mail address on file. This message will contain your login and a link to our Patient Portal web page so you can access your message.
- While we monitor our messaging system throughout the day, we normally respond to non-urgent e-mail within 24 hours, or the next business day.