

Dear patient:

We are proud to introduce our practice website [WWW.DENVERMD.NET](http://WWW.DENVERMD.NET) .

In addition to general office information, our areas of expertise and useful links to patient-oriented resources, the main component of our website is

### **THE PATIENT PORTAL ('Member Access')**

This information gateway provides friendly and secure means how we can exchange medical information more efficiently. Our website and the patient portal is powered by Waiting Room Solutions, LLC (WRS). At this moment it can be viewed via Internet Explorer 6 or above (Safari should work; regretfully, Firefox does not display the page correctly at the present time; other browsers were not tested).

All our current patients have access to the patient portal. Please e-mail us or call our office to obtain your login information. Otherwise, we will provide your login information at the time of your next office visit.

All new patients will be provided the login information at the time when you make the first appointment. We kindly ask all new patients to complete their personal information and medical history online through this portal. Your first visit with us will proceed much faster.

In order to ensure message delivery from our office and the patient portal, please enable 'waitingroomsolutions.com' and 'denvermd.net' in your email application (white list). If you cannot see 'Waiting Room Solutions Welcome' or any other messages from our office, please check your 'Spam' folder.

### **The patient portal has the following sections:**

**My Health Record** – with the subsections:

- My Personal Information
- My Contact Information
- My Providers - No choices at this time as Dr. Huzicka is the only provider.
- My Insurance Information
- My Medication – Please review this section and, if necessary, add any current medications. New prescriptions given to you in the office will show up in this section automatically.
- My Pharmacies – please keep this section up-to-date. It is used to send your prescriptions from our office directly to the pharmacy = no need to drop off your prescriptions. Please call the pharmacy before pick up to make sure they are ready. Please note our medication refill policy in the 'Office Instructions' tab.
- My Medical History
- My Social History
- My Directives
- My Test Results – Once active, you will be able to view your blood work results. Unfortunately, despite our best effort, we can only display the results that we receive by direct link from the lab. Therefore, some results (e.g. done in the hospital, most X-rays, CT scans, etc.) may not be available to post here. Also, there may be a significant delay (it can be up to 10 business days for certain special tests, e.g. genetic testing) between the time when the test is performed and when we receive the results.

WE MONITOR RECEIVED RESULTS DAILY (we also have internal tracking system for urgent tests). IF WE RECEIVE ANY ABNORMAL TEST RESULT THAT REQUIRES IMMEDIATE ACTION (e.g. stopping a medication, adjusting the dose, ordering another test, referral to a specialist), WE DO NOTIFY YOU IMMEDIATELY VIA PHONE. Therefore, please allow 10 days after the test before you call our office about the results. Test results that are normal, mildly abnormal and not requiring any action, or they can be discussed at the next office visit will be posted in this section and no special phone call or email will be made.

- My Practices – This functionality enables you to share your medical information between medical practices. Currently it is limited to practices that use the same electronic medical record provider. Our partner Colorado Pulmonary Diseases (practice of Dr. Lopez) uses the same system so you can enable note sharing with them. Hopefully, as standards for electronic health record interchange are developed and implemented, you will be able to add other practices.
- My Account Information – The all important section where you can change your username, password and primary email address. If you received you login information via potentially non-secure means (over the phone, via personal email), please change your username and password to something you can remember and consider secure.

### **Make Appointment**

You can request 3 dates for your appointment. The exact date and time of your appointment will be confirmed by the office staff through the portal. (We will be implementing the policy of responding to you in the same way as you contacted us, in the order of preference: 1. patient portal, 2. telephone, 3. regular email).

### **Contact Our Office**

This website shall be the primary means of communication between you and our office for any NON-URGENT MATTERS. Please see ‘Office Instructions’ tab, subsections ‘Contacting Our Office’ and ‘In Case of Emergency’ for details of what “urgent” or “time-critical” situations might be.

The following subsections are available:

- Inbox – It has new messages, sent messages and deleted messages. You will see a history of all communication with us here. When we send you a message, it will arrive in your Inbox. At the same time you will receive an e-mail that you have a new message waiting. Therefore, no medical or private information will be sent via non-secure email.
- Refill – Use this form to request a refill on any of your medications. Please see ‘Prescription Renewal’ policy under ‘Office Instructions’ for our office policies including turn-around time. Also, please be reminded that the prescription must be listed in My Health Record/My Medication section of this website before you can request a refill.
- Referral – You can request a referral to a specialist. Please make sure to provide a detailed description of the problem why you need a referral.
- Billing – Use this form to send a billing question to our Office Manager.
- Clinical Info – This will send your health related question (i.e. new symptoms, change of health status, reaction to medication(s), inquiry about abnormal test result, etc.) directly to Dr. Huzicka. Please do not use this form for general inquiries.
- Question – Use this section to communicate with us regarding any other matter if you cannot use the more specific form detailed above.

WE HOPE THAT YOU WILL FIND THE PATIENT PORTAL HELPFUL.