



Electronic Communications

SJC offers clients convenient messaging with providers through the secure Onpatient portal. Onpatient can be accessed by a web browser or on a mobile device through the Onpatient app.

By consenting to Onpatient, you consent to receive an email invitation from the SJC with instructions on creating an account (please note that email communications cannot be guaranteed to be secure). You may decline this invitation. Please note that while Onpatient is compatible with Federal and State privacy laws, including HIPAA, it is **your** responsibility to secure access to passwords and protected health information (PHI) on your own device(s).

If your provider activates Onpatient then they will respond to Onpatient messages within 1-2 business days. If you do not receive a response to a message within 2 business days, please contact the front desk at 924-7034. Please be aware that Onpatient messages become a part of your clinical record. Though intended to facilitate communication with providers regarding scheduling and ongoing care, Onpatient is not intended to replace clinical services. Thus, providers may request that you schedule an office visit to address matters communicated over Onpatient. SJC reserves the right to revoke client access to Onpatient at any time if clinically indicated.

Please note that Onpatient is not intended for urgent matters, including life-threatening emergencies. In an emergency or after hours, please call 911 or go to the nearest emergency room.

Telehealth:

My provider may ask me to engage in telehealth services. The Sheila Johnson Center uses HIPAA-compatible Zoom software to facilitate services via secure video conferencing. Although this encrypted platform is compatible with Federal and State privacy laws, including HIPAA, there are potential risks to this technology, including interruptions, unauthorized access, and technical difficulties. I understand that my provider or I can discontinue the telehealth consult/visit if it is felt that the videoconferencing connections are not adequate for the situation.

Text Reminders:

SJC sends clients appointment reminders through text messages. If you wish to opt out of text message reminders, please alert our front desk staff at 924-7034.

I consent to the terms and conditions for Onpatient access and electronic communications. I request access to the Onpatient portal and consent to receiving an invitation from the SJC at the email address below:

E-mail

Mobile Number (for Onpatient activation)

Printed Name of Client

Client's Date of Birth

Signature of Client or Legal Representative

Date

Please check this box if you **do not** wish to participate with electronic communication with the Sheila C. Johnson Center.

Please check this box if you **do not** wish to participate with text messaging.