

Patient Portal

We are excited to bring our patients our new Surgical Associates of Marshall County Patient Portal! You now have access to your health information at your fingertips, when you need it.

[Login in here](#)

Conditions of Use for Patient Portal

Patient Portal Not to Be Used for a Medical Emergency

If you have a medical emergency, you should immediately go to your nearest emergency room or dial 911 and you should not attempt to communicate with your provider through Patient Portal, as there may be a delay of several days or more before your provider can respond to your concern. Surgical Associates of Marshall County (SAMC) cannot guarantee any specific response times to inquiries submitted through Patient Portal.

Connect to our Patient Portal

What This Site Offers

This online site called Patient Portal (“Patient Portal”) is a service of Surgical Associates of Marshall County (“SAMC”) and is designed to offer health, medical and insurance information to SAMC patients. All patients and members who use Patient Portal are subject to these requirements which are referred to as the “Conditions of Use.” When the term “you” is used below, it refers to the person who is authorized to access the patient’s medical information. In most cases this will be only the patient himself or herself, but adults will often have access to medical information for a minor child, and in some cases adults may have access to a Patient Portal account for another adult due to disability or incapacity.

At this time we foresee that Patient Portal will primarily be useful for the following types of activities:

- Ability to review upcoming appointments. Please note: patients MUST call Surgical Associates of Marshall Counties office to schedule, confirm or cancel appointments.
- Ability to receive selected lab results
- Ability to view selected portions of your medical record such as allergies, medications, histories, problem list and recent visit information
- Links to other sites that will provide you with other health information

COMING SOON:

- Ability to communicate with your physician or other treating provider via secure messaging regarding health concerns
- Request refills on current medications you have prescribed to you by a Provider at Surgical Associates of Marshall County.

SAMC will make its best effort to provide a timely response to electronic inquiries. In some cases, the clinic staff who need to respond may not be immediately available so you should allow at least three (3) business days for a response.

Read These Conditions of Use Before Using Patient Portal

It is recommended that you thoroughly review and understand the Conditions of Use prior to using Patient Portal. If you have any questions or concerns, please talk to a SAMC staff member about your questions before using Patient Portal. By using Patient Portal including any links available through Patient Portal, you have agreed to abide by all of the terms and conditions of any linked sites as well as these Conditions of Use.

Private Information on This Service

For information regarding the use, disclosure, and protection of personally identifiable information pertaining to Patient Portal, see the Notice of Privacy Practices. SAMC will provide you a printed copy of the Notice of Privacy Policies upon request.

Links to Other Sites

Any links contained on Patient Portal are provided solely as a convenience to you. SAMC does not endorse nor make any representation regarding such third-party sites, their information, services, or merchandise.

Use of Patient Portal Creates an Agreement

These Conditions of Use form an agreement that is entered into and is subject to the laws of the State of Alabama. In the event of litigation relating from your use of Patient Portal, you agree that Alabama law will govern any such dispute and you agree to submit to the exclusive personal jurisdiction of the appropriate courts of the State of Alabama, either federal or state.

Prohibited Use of Patient Portal

If you live in a state or country that has laws that would either (1) void or alter these Conditions of Use or (2) make illegal the access or use of Patient Portal, then your use of Patient Portal is unauthorized and your use of Patient Portal is at your own risk.

Computer Security

You understand that although SAMC has taken reasonable steps and has employed industry-standard practices and technology to ensure the integrity and confidentiality of any personally identifiable information available through Patient Portal, even the most secure system can be violated and that SAMC cannot guarantee security. In addition, you understand that you are responsible to ensure that your computer has protections against viruses, malware, spyware, Trojan horses, and other types of problematic computer cookies, downloads, or software. SAMC cannot guarantee that your use of Patient Portal will be free of such problems.

By using Patient Portal you agree that you will hold harmless, indemnify, and covenant not to sue SAMC for any damage to your computer, laptop, software, or other computer system resulting from your use of Patient Portal.

You understand that registration and use of a personally-identifiable password is a prerequisite to participating in Patient Portal. You agree to use good judgment in the selection of a password, agree to not share this password with others, and you understand that the compromise of your password could allow personal information to become known to other parties. You agree that you are solely responsible for ensuring your password security. You agree to hold harmless, indemnify, and covenant not to sue SAMC for any injuries to you or your property (whether physical or psychological) resulting to you from your failure to keep your password secure.

If you feel your personal information has been compromised, please contact the Surgical Associates of Marshall County Privacy Officer at (256) 840-5547.

Termination of Use of Patient Portal

Either you or SAMC, at any time, may cancel participation in Patient Portal. You have no entitlement to continued use of Patient Portal. SAMC may cease your access to Patient Portal for any reason related to SAMC's business needs. You may contact your SAMC health care provider at any time to request that your access to Patient Portal be terminated.

Nature of Communications with SAMC

You understand that Patient Portal will allow you to communicate directly with providers regarding your medical care. You agree that you will only use Patient Portal to convey online messages of a non-urgent nature. You will only convey online messages that are suitable for communication in this medium. Some situations will be best handled either through a telephone conversation or an in-person visit. As described above, for any emergency conditions you should immediately go to your nearest emergency room or dial 911 immediately.

You also agree to communicate only through Patient Portal for your own medical condition or for the medical condition of someone for whom you are authorized to make medical decisions. You agree that asking for advice on behalf of another person for whom you are not authorized to make medical decisions could potentially be harmful and is a violation of these Conditions of Use.

Also, SAMC can only respond to the information you have provided. If the information you provide via Patient Portal is incomplete or inaccurate, it will not be possible for SAMC to provide a complete or accurate response. You are responsible for any incomplete or inaccurate communications resulting from your submission of incomplete or inaccurate information to SAMC.

No Guarantee of Continuous Access to Patient Portal

SAMC cannot guarantee that use of Patient Portal will be free of interruptions. SAMC regularly engages in routine maintenance of its computer systems, which may lead to inaccessibility of Patient Portal. In addition, factors beyond SAMC control such as power outages may lead to inaccessibility. During these times if it is necessary to contact your health care provider you should do so by telephone or by an in-person visit.

No Guarantee of Completeness of Medical Record

Patient Portal is designed for your convenience and enhances your access to certain parts of your medical record. However, SAMC does not guarantee that Patient Portal contains your complete medical record. In fact, there are certain types of medical information that will never appear in Patient Portal. If you want a complete copy of your medical record, you should contact your healthcare provider by telephone or in person. Never assume that your Patient Portal record is your complete medical record or insurance information.

Messages exchanged between you and your treating provider through Patient Portal become part of your official medical record. This information is confidential but may typically be released with your consent or by legal requirement. You agree to use appropriate discretion when sending online messages, particularly if you do not want the information to appear in the permanent medical record. If you do not want something to appear in the permanent medical record, do not submit it through Patient Portal.

Authorized Access by SAMC

Any authorized person at SAMC who would otherwise be authorized to access your medical records may be authorized to view information submitted through your Patient Portal account.

Your Responsibility to Review Patient Portal Messages in a Timely Manner

Messages sent to you via Patient Portal might contain information that is important to your health and medical care. It is your responsibility to monitor these messages in a timely manner. You are liable for any loss, injury or claims of any kind resulting from messages that you fail to read in a timely manner.

As a user of Patient Portal you should be aware that you will be notified via e-mail when there is new medical information to be viewed on Patient Portal. This means that any person with access to your e-mail will be able to see this notification. This could include your family members, employer or anyone else who can access your e-mail account. Although no private medical information will be sent, the notification that new medical information is available may be information that you would not want others to know. Thus, you should take this into account when providing an e-mail address or using Patient Portal.

Proxy Access for Minors

All users of Patient Portal must be at least 18 years of age. Parents of children and/or minors under the age of 18 may request access to their Patient Portal.

Changes to the Conditions of Use

SAMC may modify or change these Conditions of Use at any time. Such modifications or changes become effective immediately when they are posted to Patient Portal. You agree to review these Conditions of Use frequently so that you will be familiar with them. You further agree that each time you use Patient Portal you are, by such use, consenting to the Conditions of Use applicable at that time.

Effective Date Conditional Use for Patient Portal: 9/23/14