

CHILD'S NAME: _____ DATE OF BIRTH: _____ GM ACCT #: _____

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| <p style="text-align: center;">Florida Pediatric Associates, LLC Patient Portal Agreement Form</p> <p style="text-align: center;">****DO NOT use the Patient Portal for emergencies, CALL 911**** For urgent problems, please call our office at (407) 253-1000</p> |
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The Patient Portal is a secure web portal that allows you as a patient's parent or guardian to access your child's personal health information. It also allows you to communicate with our office via secured messaging. Our Patient Portal Web address is: <https://portal.fountainheadonline.net/centa>

Important Information:

- Our hours of operation are **7:30 AM – 4:30 PM Monday – Thursday and 7:30 AM – 12:30 PM on Friday**. We encourage you to use the Patient Portal at any time. However, messages are held for us until we return the next business day.
- Messages are typically handled within two business days. If your Provider is out of the office that day, your request may be held until your doctor returns to the office. You must call our office at **(407) 253-1000** if you have an urgent matter to discuss.
- Staff members other than your Provider may be involved in receiving your messages and routing them to the Provider or other staff personnel to address.
- If you are not receiving emails from us, please check your JUNK email folder before contacting our office.
- By using this patient portal, you agree to protect your password from any unauthorized individuals. It is your responsibility to notify our office should your password be stolen.
- We strive to keep all of the information in your child's medical record correct and complete. If you notice information in your child's record that is incomplete or inaccurate, you agree to notify our office immediately by phone or secured message. In addition, you also agree not to provide false or misleading information.
- You agree to not hold Florida Pediatric Associates, LLC or its subsidiaries responsible for any network infractions beyond our control.
- We offer the patient portal as a convenience to you at no cost. We do not sell or give away any private information, including email addresses, without your expressed written consent. We reserve the right to suspend or terminate the patient portal at any time and for any reason.

The information on our patient portal is maintained by Florida Pediatric Associates, LLC. You may contact our Patient Portal Administrator at 727-456-4258 with your non-patient care related questions or concerns regarding our patient portal or send a secured message using the link provided in the patient portal. **Issues regarding your password should be directed to your Provider's office.**

I have read, understand and agree to the above information regarding the Florida Pediatric Associates, LLCs, Patient Portal:

Signature: _____ **Date:** _____

Print Name: _____

Email Address: _____

Portal Registration Completed by: _____ *Assigned PIN #:* _____