

## **MOUNT ROGERS COMMUNITY SERVICES BOARD**

**TITLE:** Protocol for Administering Client Portal

### **I. PURPOSE AND AUTHORITY**

To provide a protocol for the client portal administration process to individuals who choose to take advantage of viewing their EHR (Electronic Health Record) online.

### **II. PROTOCOL**

#### ***A. Step to be Completed***

This protocol would be executed in the event the individual is admitted into psychiatric services. Upon admission or notification from the individual the staff will complete the following steps:

- Notify individual of risk of sharing their username/password with others; including minors who are receiving substance use services.
- Staff will make minors aware that should they decide to share their information with their parent/guardian, substance use information could be revealed in their portal.
- Follow set up instructions on How-to Page called “My Portal Set Up Directions”.
- Give the individual log in instructions with username/password and link to access their client portal.
- Notify the individual of whom they need to contact should they want to terminate their client portal access.