

Practice Fusion Appointment Reminders and Messaging Policy

Effective: August 1, 2025

The Student Health Center at Point Park University is committed to providing students with timely, effective communication regarding their health services, including appointment reminders, updates, and health-related messages. To facilitate this, we utilize the Practice Fusion patient portal. This policy outlines the guidelines for consent regarding the use of Practice Fusion for appointment reminders and messaging.

1. Purpose

The Practice Fusion patient portal is used by the Health Center to send appointment reminders, follow-up instructions, test results, and other relevant health information to students. This communication will be sent via email or text message based on the contact information provided by the student in the portal.

2. Consent for Appointment Reminders

- **Required Consent:** By utilizing the Health Center's services, students consent to receiving appointment reminders through Practice Fusion.
- **Appointment Reminders:** Reminders will be sent 24-48 hours before scheduled appointments. Students are responsible for checking their email and/or text messages for these reminders.
- **Opt-In:** Students will be given the option to opt-in to receive appointment reminders at the time of their initial registration in the Practice Fusion portal. If a student chooses not to receive reminders, they must contact the Health Center to request an alternative method of appointment confirmation.

3. Consent for Messaging via Practice Fusion

- **Health-Related Messaging:** Students may receive health-related messages (e.g., lab results, follow-up instructions, or responses to queries) through the Practice Fusion messaging system.
- **Required Consent:** By creating an account on Practice Fusion, students consent to receive important health-related messages about their care. These messages may contain personal health information relevant to the student's treatment or care.
- **Message Timing:** Messages sent through Practice Fusion will only be sent during regular office hours. Out-of-hours messages will not be monitored and will be addressed the following business day.

4. Communication Preferences

- **Updating Contact Information:** Students are responsible for ensuring their contact information (email and phone number) in Practice Fusion is accurate and up-to-date. It is essential for the Health Center to have correct information for timely communication.
- **Opting Out:** If at any time a student wishes to opt-out of receiving appointment reminders or health-related messages, they can contact the Health Center directly. However, opting out of reminders may affect the student's ability to keep track of appointments, and students will be responsible for managing their appointments independently.

5. Confidentiality

- All communication through Practice Fusion will be conducted in accordance with the Health Center's Privacy Policy and HIPAA guidelines to ensure that students' personal and health information remains confidential.
- **No Third-Party Access:** Only authorized Health Center staff will have access to the student's health information within the Practice Fusion portal.

6. Emergency Situations

- **Emergency Communication:** If a student is experiencing a medical emergency, they are advised to contact **911** or go to the nearest emergency facility immediately. Practice Fusion should not be used for urgent or emergency medical communication.

7. Student Responsibilities

- **Monitoring Messaging:** Students should check their Practice Fusion portal regularly for health-related messages or appointment updates.
- **Response to Messages:** If a student receives a message that requires a response, they should reply within a reasonable timeframe. Failure to do so may delay care or follow-up treatment.

8. Policy Review & Updates

This policy will be reviewed annually and updated as needed to ensure compliance with best practices and student safety protocols.