

Practice Fusion Policy

Effective: August 1, 2025

The Student Health Center at Point Park University utilizes Practice Fusion, a cloud-based electronic health record (EHR) system, to streamline patient care and communication. This policy outlines the procedures and guidelines regarding the use of Practice Fusion for the management of student health records, communication, and appointment scheduling.

1. Purpose

The primary purpose of Practice Fusion is to manage and maintain student health records in a secure, accessible, and confidential manner. This system allows for efficient scheduling, medical record management, appointment reminders, and communication between students and Health Center staff. The policy ensures that students' personal and medical information is handled in accordance with HIPAA (Health Insurance Portability and Accountability Act) regulations.

2. Registration and Access

- **Student Registration:** Upon utilizing the Health Center services, students will be asked to create an account in Practice Fusion. The registration process includes entering personal and health information to ensure accurate recordkeeping and communication.
- **Access to Records:** Students can access their health records, appointment history, and messages from Health Center staff through their Practice Fusion account. Students must keep their login credentials confidential and report any security concerns regarding their account.
- **Authorized Staff Access:** Only authorized Health Center personnel will have access to student records in Practice Fusion. All access is logged to ensure accountability.

3. Appointment Scheduling

- **Scheduling Appointments:** Students are required to schedule appointments through the Practice Fusion patient portal. The Health Center will provide assistance for students who need help navigating the system.
- **Appointment Reminders:** Appointment reminders will be sent via email or text message (based on student preferences in the portal) 24-48 hours before the scheduled appointment.
- **Updating Contact Information:** It is the student's responsibility to keep their contact information (email and phone number) up to date in the Practice Fusion portal to receive timely reminders and messages.

4. Communication and Messaging

- **Health-Related Messaging:** Students may receive health-related messages through the Practice Fusion portal, including appointment reminders, test results, follow-up instructions, and general

health information. These messages are confidential and intended only for the student's personal use.

- **Response to Messages:** Students are encouraged to check their Practice Fusion account regularly for new messages and respond promptly if needed. Health Center staff will address questions or concerns during business hours. Messages are not monitored after hours.
- **Urgent Communication:** Students should not use Practice Fusion to communicate urgent health concerns. In case of an emergency, students should call 911 or visit the nearest emergency facility.

5. Privacy and Confidentiality

- **HIPAA Compliance:** All health information stored in Practice Fusion is protected under HIPAA. The Health Center will take all necessary precautions to ensure the confidentiality, integrity, and availability of student health data.
- **Limited Access:** Only Health Center staff involved in the student's care will have access to the student's records. Unauthorized access to records is prohibited and will be addressed according to university policy.
- **Data Security:** Practice Fusion employs industry-standard security measures, including encryption, to protect sensitive health data both in transit and at rest. Students are responsible for securing their login credentials.

6. Consent for Use of Practice Fusion

- **Consent for Health Information:** By using the Health Center's services and Practice Fusion, students consent to the collection, storage, and transmission of their health information in accordance with university policy and HIPAA requirements.
- **Access to Health Information:** Students must provide consent for Health Center staff to access their health records in Practice Fusion when needed for the purposes of treatment, diagnosis, or communication.

7. Termination of Use

- **Account Deactivation:** Students who graduate, withdraw, or are no longer receiving services at the Health Center may request their Practice Fusion account to be deactivated. Any medical records maintained in Practice Fusion will be archived in compliance with university policy for record retention.
- **Account Access After Graduation:** After graduation or departure from the university, students may request access to their Practice Fusion records for a limited period as part of the record retention policy.

8. Technical Support

- **Student Support:** Students who encounter issues with the Practice Fusion portal (e.g., logging in, accessing records, or scheduling appointments) can contact the Health Center for technical assistance. The Health Center staff will assist with common issues or refer students to Practice Fusion support if needed.
- **Technical Issues:** In the event of technical issues or downtime with Practice Fusion, the Health Center will notify students of any service interruptions and provide alternate methods for scheduling appointments or accessing critical information.

9. Policy Review & Updates

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