

### FAQs

At MDRS, our goal is to improve your personal health care. We understand that you may have questions about our service. The following Frequently Asked Questions (FAQs) and answers are designed to provide you with additional insight into our services. Should you have additional questions, please call our support line at 315-478-4003.

#### INFORMATION SECURITY

- **The information I'll be entering is my personal health information. How do I know that the site is secure?** *The site has multi levels of security with 128-bit encryption that assures integrity of all information passed to the client. All data is backed up routinely and stored at an off site location.*
- **Is this HIPPA compliant?** *The Health Insurance Portability and Accountability Act, also known as HIPAA, is designed to protect the handling and distribution of personal health information by health care providers. Although MDRS is not a health care provider, our system is designed to comply with the HIPAA standards for handling of your electronic medical information.*
- **I use a firewall; can I still access my medical records?** *Yes. Also, check to see if you have disabled your pop-ups.*

#### COMPUTER ACCESS

- **I don't have a computer, how do I use this card?** *You may go to any library (they have the internet) or you may present it at the doctor's office, emergency room or you may proxy someone to be in charge of your record.*
- **What are the computer requirements to use the MDRS on-line medical records?** *You must have Internet access and a web browser that uses SSL encryption. For example, Internet Explorer, AOL, or Netscape (versions 5.0 or greater).*
- **Can I access my computer from any computer and from any where in the world?** *Yes, as long as you have Internet access from a computer. Log in to [www.mdrscard.com](http://www.mdrscard.com) and use your Member ID and password to access your secure files.*

#### ABOUT MY MDRS CARD AND ACCESSING THE MDRS SYSTEM

- **What if I loose or damage my card, can I get a new one? How?** *Yes. Call MDRS at 315-478-4003.*
- **This CD is so small, will it fit in my computer?** *This CD fits in the center of all CD trays except for a Mac.*
- **Who can I contact if I have questions about this program?** *You may go to the following sites: [info@mdrscard.com](mailto:info@mdrscard.com): general questions relating to the MDRS card site  
[support@mdrscard.com](mailto:support@mdrscard.com): technical questions*

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- **What if I forget my password?** *Contact MDRS at 315-478-4003. You must answer the proper security questions correctly and we will e-mail you your password.*
- **How does my card work?** *The card (cd-rom) can be installed in any computer that has the internet (except Mac). Then you will be launched to the secured MDRS website. Type in your username and password and then you are able to enter and retrieve your medical data.*

#### PHYSICIAN OR HOSPITAL ACCESS

- **How long will my data be stored on the main system?** *For as long as you maintain your MDRS membership.*
- **How do I remove some of my medical records if I desire to?** *You can edit your provide information at any time through the Member home page as well as delete individual medical records as necessary.*
- **Who else will have access to these files?** *No one, without your permission. When you register for the site you will be asked if you would like physicians to be able to use your information in critical care situations. In addition, you will be able to release your information to specific physicians based on a written or on-line request.*
- **How does a specific doctor or emergency personnel (not registered with MDRS) get access to my information?** *With your written permission (a signed HIPAA form) your doctor may go to [www.mdrscard.com](http://www.mdrscard.com), use your username and password to access your record.*
- **Can I print out forms from the MDRS card system to take with me to the doctor's office?** *Yes. The MDRS site provides the ability to print out all of your data for a specific topic area (such as "medications") or the ability to print all of your medical information at once.*