

Bothwell Regional Health Center
MyBothwellHealth Patient Portal User Agreement
Policy and Procedures and Patient Agreement to Abide by Terms of Use

The Bothwell Regional Health Center Patient Portal offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure Messaging can be a valuable communications tool, but has certain risks. By signing the Agreement to Abide by the Terms of Use, you accept the risks and agree to follow Terms of Use, as described below.

I. Terms of Use General Policies and Procedures

DO NOT use the Patient Portal to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g. HIV, Mental Health, work-excuses, etc...)

Proper Subject Matter:

- Use the Patient Portal for non-urgent medical portal related questions, lab results, select reports, appointment reminders or requests.
- Use the Patient Portal to update your demographic information.
- Be sure that all information that you enter is true, accurate, complete, and updated whenever there is a change.
- Be concise when typing a message.

The Patient Portal offers the following functions:

- Send and receive e-mail and secure messaging for **non-urgent** needs.
- View lab results that have been sent to you.
- View and print “Continuity of Care Document” or “Health Summary”.
- View and submit updates to your health information.
- View selected health information (allergies, medications, current problems, past medical history Request, Reschedule or Cancel appointments, request prescription refills).
- Update your demographic information (i.e. address, phone numbers, etc...)
- View billing statements

Communications May Become a Part of Medical Record

Communication via the Patient Portal may be included in your permanent medical record.

Privacy:

- All messages sent to you in the Patient Portal will be encrypted. See section on “Patient Portal Guidelines and Security” for explanation.
- Emails from you to any staff member should be through the Patient Portal or they are not secure.
- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or required by law.
- A variety of healthcare and administrative personnel (such as nurse practitioners, physician assistants, registered nurses, certified medical assistants, clerks, etc...) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal (similar to how phone communication is handled).
- There is no need to notify us that you have read a message, unless you have a question or need further information.
- Read our HIPPA handout for information on how private health information, is handled in our facility
- If you have any concerns, please contact Health Information Management at 660-827-9590.

Response Time:

- After signing your Agreement to Abide by the Patient Portal Terms of Use, a “Welcome Email” will be sent to you. This will provide a link to the Portal login screen. If you have not received an email from us within three (3) working days, please contact Health Information Management at 660-827-9590 for assistance.

- Reasonable efforts will be made to respond to email inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the Patient Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Bothwell Regional Health Center, its physician practices, physicians, providers or any of its staff, in any way liable or responsible to you for such modification, suspension, or disruption of the Patient Portal.
- The Patient Portal is checked during hours of operation, which are 8:00 a.m. to 4:30 p.m. Monday through Friday. You are encouraged to use the Patient Portal at any time; however, messages submitted after hours are held for us until we return the next business day.
- If email is not accessible for any reason, please contact Health Information Management directly at 660-827-9594.

Medical Advice and Information Disclaimer

The Patient Portal may from time to time include information posted by Bothwell Regional Health Center in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Bothwell Regional Health Center. Information within the Patient Portal is intended to be used for medical diagnosis or treatment. The information posted by Bothwell Regional Health Center on the Patient Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your physician with any questions you may have regarding a medical condition and you should never disregard medical advice or delay in seeking it because of something you may have read on the Patient Portal.

II. Terms of Use Patient Portal Guidelines and Security

How our Secure Patient Portal Works

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log in to the Patient Portal site.

Availability of the Patient Portal

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.

How to Use our Patient Portal:

1. Request access from Bothwell Regional Health Center. To register you must be at least thirteen (13) years old.
2. Review the Patient Portal User Agreement and electronically submit the Agreement by clicking Accept. **Note: If enrolling electronically by selecting "Accept" you are indicating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptance.*
3. If enrolling in person, please sign and bring in the completed Agreement to abide by the Patient Portal Terms of Use.
4. After Agreement to Abide by the Patient Portal Terms of Use is completed or accepted, you can expect to see a "Welcome" email. This email will instruct you on how to complete enrollment, create login and password.
5. If enrolled by Health Information Management, once logged into the Portal, you should go to "Preferences" on the bottom of the page to change your password to something only you will know. This is essential to ensure your information remains secure and private.
6. After the above is completed you should be all set to use the Patient Portal.

Available Components:

Homepage: Allows you to view the following components of your medical record. Here you can also make suggestions on how we can improve our site.

Messages: Allows you to send and receive secure email to/from your physician(s). **Note: This option is only available if your physician(s) have opted to use this functionality within our Patient Portal.* Use of this is very similar to standard email. You can also select "Contact Us" to send a message regarding the functionality of this component.

Health Record: Allows you to view information entered into core parts of your electronic health record (e.g. allergies, lab results, radiology reports, medication lists, and visit history, etc...). These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If needed, you may obtain a full copy of your electronic health record by contacting Health Information Management at 660-827-9590. **Note: If this portion is not complete, we still have the information. Certain documents will not be available for viewing via Patient Portal.*

Medications: Allows you to view your current and past medications entered by your physician or clinical staff.

Appointments: Allows you to request, view, reschedule or cancel scheduled appointments. Also allows you to “Pre-Register” for scheduled appointments.

Profile: Contains your demographic information, insurance and personal contacts. Allows to view and request changes to your information.

Protecting Your Private Health Information and Risks:

This method of communication and viewing information through the Patient Portal is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has trusted site certificate, which is viewable from your browser’s task bar. (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching: “When to trust a website.”)

Keeping messages secure depends on two (2) additional factors: (a) the secure message must reach the correct email address, and (b) on the authorized individual must be able to get access to it. Only you can make sure these two (2) factors are present. We need you to make sure that we have your correct email address and are informed if it ever changes. You also need to keep track of who has access to your Patient Portal account, so that only you or someone you have authorized can see messages received or other information in your Patient Portal. You should protect your Patient Portal login information from anyone whom you do not want to access your Patient Portal account and notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

We will not answer questions or send protected health information by regular email. Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extent allowed by law, you agree to not hold Bothwell Regional Health Center, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.

This agreement does not allow the patient or proxy access to medical records not already in this portal. Medical records not included in the patient portal will have to be requested from the Health Information Management Department at Bothwell Regional Health Center.