

Bothwell Regional Health Center
Patient Portal Terms of Use, Security Guidelines &
Patient Agreement to Abide by Terms of Use

The Bothwell Regional Health Center MyHealth Patient Portal (“Patient Portal”) offers secure viewing and communication (“Secure Messaging”) 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 accepting 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

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...)

A. 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.

B. Patient Portal 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.
- Update your demographic information (i.e. address, phone numbers, etc.)

C. Communications Are Part of Medical Record:

- Communication via the Patient Portal is part of your permanent medical record.

D. Privacy:

- All messages sent to you in the Patient Portal will be encrypted. See Section II below for an explanation.
- E-mails from you to any staff member should be through the Patient Portal or they may not be secure.

- All e-mail 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 handle
- Our information technology administrative personnel and business associates may be given access to the Patient Portal to the extent that those personnel and business associates require such access to support the continued operation of the Patient Portal. Our personnel and business associates are required to follow patient privacy laws.
- There is no need to notify us that you have read a message, unless you have a question or need further information.
- Your information on the Patient Portal is protected health information that is protected by the privacy and security regulations of the Health Insurance Portability and Accountability Act (“HIPAA”). Read our HIPAA Notice of Privacy Practices for information about how your protected health information is handled in our facilities.
- If you have any questions or concerns about the privacy of your information, please contact the Medical Records at 660.827.9590.

E. Response Time:

- After signing your Agreement to Abide by the Terms of Use, a “Welcome E-mail” will be sent to you. This will provide a link to the Patient Portal login screen. If you have not received an e-mail from us within three (3) working days, please contact Medical Records at 660.827.9590 and notify the receptionist.
- Reasonable efforts will be made to respond to e-mail 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 officers, directors, physician practices, physicians, providers or any of its employees or agents, 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 am to 4:30 pm 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 e-mail is not accessible for any reason, please contact Medical Records directly at 660.827.9590.

F. 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, instruction or an endorsement from Bothwell Regional Health Center. Bothwell Regional Health Center does not recommend, monitor, control or endorse any third-party advertising or content or the content on any third party

Websites. 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.

G. Availability of the Patient Portal:

- We will use reasonable efforts to make the Patient Portal available 24 hours a day and seven days a week; however, there will be instances when the Patient Portal will be interrupted for maintenance, upgrades, or emergency repairs and due to other reasons that are beyond our control, including failure of telecommunications lines, links, and equipment. While we will make every reasonable effort in order to minimize such issues where they are within our reasonable control to do so, there may be instances where such a disruption might occur. In this respect, You agree that we will not in any way be liable or responsible to you for any such modification, suspension, or disruption of the 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.

H. Liability Limits:

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL BOTHWELL REGIONAL HEALTH CENTER AND/OR ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS OR SUPPLIERS (THE "RELEASED PARTIES") BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY OTHER DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, (i) DAMAGES FOR LOSS OF USE, DATA, OR PROFITS ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE CONTENT, USE, SERVICES, OR PERFORMANCE OF THE PATIENT PORTAL, (ii) DAMAGES FOR DELAY OR INABILITY TO USE THE PORTAL OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE PATIENT PORTAL SERVICES, OR FOR ANY INFORMATIONAL CONTENT OBTAINED THROUGH THE PORTAL, (iii) DAMAGES FOR COMPROMISE OF DATA SECURITY; OR (iv) DAMAGES OTHERWISE ARISING OUT OF THE USE OF THE PORTAL, WHETHER ANY OF THE FOREGOING ARE BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, EVEN IF RELEASED PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CERTAIN CONSEQUENTIAL OR INCIDENTAL DAMAGES, ALL OR PART OF THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

II. PATIENT PORTAL SECURITY GUIDELINES

A. 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.
- Although we have implemented reasonable technical, administrative, and physical safeguards to protect the confidentiality, security and integrity of information in the Patient Portal, there is risk that information in the portal may be compromised.

B. How to Participate in our Patient Portal:

- **The Patient Portal is provided for people who have been an in-patient (spent overnight time at the hospital for treatment) at Bothwell Regional Health Center or people who are patients of one Bothwell Regional Health Center's clinics. These clinics include Bothwell Azan Clinic, Bothwell Ear, Nose & Throat, Bothwell Family Health, Bothwell Internal Medicine, Bothwell OB/GYN Associates, Bothwell Health Center Truman Lake, Bothwell Lincoln Family Medicine, Bothwell Neurology, Bothwell Pulmonary Specialists, Bothwell Eldenburg Family Practice Bothwell Family Medicine Associates, Bothwell Surgical Services of Sedalia, Bothwell Walk In Clinic Winchester, Bothwell Walk In Clinic Off Broadway and Cole Camp Clinic. All visits or dates of service may not be included for each location. Please contact Medical Records for assistance.**
- Registration for the Patient Portal may be done in person by meeting with a specially trained navigator at Bothwell Regional Health Center or at one of the Bothwell Regional Health Center's clinics listed above. Participants must agree to abide by the portal's terms and conditions before being cleared for use. Please see the information below on use of our secure patient portal.

C. How to Use our Patient Portal:

- When enrolled by medical records, 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.
- After the above is completed you should be all set to use the Patient Portal.

D. Available Components of the Patient Portal:

- 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 e-mail 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 e-mail. 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 Medical Records 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.

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

E. Protecting Your Private Health Information and Risks:

- We will not answer questions or send protected health information by regular e-mail. The method of communicating 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 e-mail 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 e-mail 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.