

Mary Rutan Hospital MyCare Portal User Agreement Policy, Procedures & Patient Agreement to Abide by Terms of Use

The Mary Rutan Hospital MyCare 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 MyCare 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 MyCare Portal for non-urgent medical portal related questions, lab results, select reports, appointment reminders or requests.
- Use the MyCare 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 MyCare 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, print or transmit "Continuity of Care Document".
- View and submit updates to your health information.
- View selected health information (allergies, medications, current problems, past medical history Request, Reschedule or Cancel appointments(ambulatory only)).
- Update your demographic information (i.e. address, phone numbers, etc...)

Communications May Become a Part of Medical Record

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

Privacy:

- All messages sent to you in the MyCare Portal will be encrypted. See section on "MyCare Portal Guidelines and Security" for explanation.
- Emails from you to any staff member should be through the MyCare 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 MyCare 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 MyCare 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. The policy can be viewed at:
http://www.maryrutan.org/pdf/notice_of_privacy.pdf.
- If you have any concerns, please contact Medical Records at 937-292-3448.

Response Time:

- After signing your Agreement to Abide by the MyCare Portal Terms of Use, a “Welcome Email” will be sent to you. This will provide a link to the MyCare Portal login screen. If you have not received an email from us within three (3) working days, please contact Medical Records at 937-292-3448.
- 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 MyCare Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Mary Rutan Hospital 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 MyCare Portal.
- The MyCare Portal is checked during hours of operation, which are 8 am to 5 pm Monday through Friday. You are encouraged to use the MyCare 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 Medical Records directly at 937-292-3448

Medical Advice and Information Disclaimer

The MyCare Portal may from time to time include information posted by Mary Rutan Hospital in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Mary Rutan Hospital. Information within the MyCare Portal is intended to be used for medical diagnosis or treatment. The information posted by Mary Rutan Hospital on the MyCare 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 MyCare Portal.

II. Terms of Use Patient Portal Guidelines and Security

How our Secure MyCare Portal Works

The MyCare 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 MyCare Portal site.

Availability of the MyCare Portal

Access to this secure MyCare 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 MyCare Portal:

1. Request access from Mary Rutan Hospital. To register you must be at least eighteen (18) years old or an emancipated minor.
2. Review the MyCare 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 MyCare Portal Terms of Use.
4. After Agreement to Abide by the MyCare Portal Terms of Use is completed or accepted, you can expect to see a "Welcome" email. This email will instruct you on how to completed enrollment, create login and password.
5. If enrolled by medical records, once logged into the MyCare 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 MyCare 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 the MyCare 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 Medical Records at 937-292-3448. **Note: If this portion is not complete, we still have the information. Certain documents will not be available for viewing via MyCare 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. This functionality is restricted to certain appointment types and certain physician practices.

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

Billing: Shows any accounts with an outstanding balance and allows payments to be made.

Protecting Your Private Health Information and Risks:

This method of communication and viewing information through the MyCare 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 MyCare Portal site. The website for the MyCare Portal has a 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) 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 MyCare Portal account, so that only you or someone you have authorized can see messages received or other information in your MyCare Portal. You should protect your MyCare Portal login information from anyone whom you do not want to access your MyCare 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 MyCare Portal information. To the fullest extent allowed by law, you agree to not hold Mary Rutan Hospital, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.