

KIRBY MEDICAL CENTER/KIRBY MEDICAL GROUP

Kirby Connect Patient Portal Terms and Conditions

Policy and Procedures & Patient Agreement to Abide by Terms of Use

The Kirby Medical Center (KMC)/Kirby Medical Group (KMG) Patient Portal (Kirby Connect) 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 Kirby Connect 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.

The Patient Portal offers the following functions:

- View lab results.
- View and download "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...)

Communications May Become a Part of Medical Record

Communication via the Patient Portal will 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 physicians, 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.
- Kirby takes great care in protecting your health information, and in keeping you informed about who may access your medical record. There may be occasions where Kirby employed professional staff must access your medical record to resolve an issue with your patient portal account. By accepting the Terms and Conditions, you grant permission to those staff to access your medical record in the interest of providing technical support to your patient portal account.
- Read our HIPAA handout for additional information on how protected health information, is handled in our facility.
- If you have any concerns, please contact Health Information Management at (217) 762-1860

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 Medical Records at (217) 762-1860 and notify the receptionist.

- 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 KMC/KMG, 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 am to 5 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 email is not accessible for any reason, please contact Health Information Management directly at (217) 762-1860.

Medical Advice and Information Disclaimer

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

1. Request access from KMC/KMG. To register you must be at least fourteen (14) 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 to KMC Health Information Management department.
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 completed 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
6. is essential to ensure your information remains secure and private.
7. 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.

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 (217) 762-1860. *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 you to view and request changes to your information.

Protecting Your 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) only 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 KMC/KMG, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.

LIMITATION OF LIABILITY

THE USE OF THE SERVICES PROVIDED HEREUNDER IS ENTIRELY AT YOUR OWN RISK. IN NO EVENT SHALL KMC OR KMG BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR ANY OTHER MONETARY OR OTHER DAMAGES, FEES, FINES, PENALTIES, OR LIABILITIES ARISING OUT OF OR RELATING IN ANY WAY TO THE SERVICES PROVIDED HEREUNDER, OR OTHER WEBSITES ACCESSED THROUGH THIS SERVICE, AND/OR CONTENT OR INFORMATION PROVIDED HEREIN. YOUR SOLE AND EXCLUSIVE REMEDY FOR DISSATISFACTION WITH THE SERVICE IS TO TERMINATE THIS AGREEMENT AND STOP USING THE SERVICES.

NOTE: KMC may periodically send to the email address provided promotional materials or notifications related to products and services that may be of interest to you. By selecting "Accept" at the bottom of this page, you agree (i) to receive such promotional materials or notifications; and (ii) that KMC may use your email address as a means of contacting you with such materials.