

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

Coffey Health System (CHS), a Kansas county hospital organized pursuant to K.S.A. § 19-4601 et. seq. offers secure viewing through our CHSConnect portal, as a service to patients who wish to view parts of their records. Online access to confidential information 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 - General Policies and Procedures

DO NOT use CHSConnect 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 CHSConnect for, lab results, imaging reports, appointments, billing information, etc.
- Use CHSConnect 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.

CHSConnect Has (or Will Have) the Following Functions:

- View lab results and reports.
- View and print “continuity of care document.”
- View selected health information (allergies, medications, current problems, past medical history)
- Request an appointment.
- Update your demographic information (i.e. address, phone numbers, and marital status).

Privacy:

- All e-mail address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out CHSConnect operations (e.g. perform system upgrades to the Portal) or required by law.
- Read our Notice of Privacy Practices for information on how private health information, including CHSConnect information, is handled in our office.
- The policy can be viewed at: <http://www.newmanrh.org/ForPatients/PatientForms/tabid/18930/Default.aspx>
- If you have concerns, please contact the Privacy Officer.

Response Time:

- Reasonable efforts will be made to respond to the “contact us” inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the CHSConnect service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold NRH, or any of its staff, in any way liable or responsible to you for any such modification, suspension, or disruption of CHSConnect.
- CHSConnect is checked during our hours of operation, which are 8 am to 4:30 pm Monday thru Friday. You are encouraged to use CHSConnect at any time; however, inquiries submitted after-hours or on holidays are held for us until we return the next business day.

Changes to these Policies and Procedures and Terms of Use:

- Policies and Procedures and Terms of Use may be modified from time-to-time.
- If you then continue to use CHSConnect, you will be deemed to have agreed to follow the modified Policies and Procedures.
- If you do not agree with the modified Policies and Procedures, then you must notify us that you no longer wish to use CHSConnect.
- Our current Policies and Procedures and Terms of Use will always be available through the portal from the Terms & Conditions link at the bottom of the Home Page.

Medical Advice and Information Disclaimer:

Nothing in the CHSConnect is intended to be used for medical diagnosis or treatment.~ The information posted by NRH on the CHSConnect 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 CHSConnect.~ When NRH posts information provided by a third party, NRH will make reasonable efforts to include a notice that such information is authored by a third party and not by NRH. Regarding such third-party information, NRH does not warrant, either expressly or by implication, the factual accuracy of the information posted, nor does it adopt any statement as its own, or warrant any information offered by the author of said information. Although NRH believes all statements made to be reliable and accurate based upon representations made by the authors themselves, NRH cannot guarantee that such statements are reliable and accurate and NRH accepts no fault or liability for any error or omission with respect to such statements.

II. Terms of Use - CHSConnect Guidelines and Security

How Secure CHSConnect Works:

The CHSConnect 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 CHSConnect site.

Availability of the CHSConnect:

Access to this secure CHSConnect 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 CHSConnect:

1. Obtain the necessary enrollment information from Registration (To enroll, you must be at least eighteen (18) years old).
2. Provide Registration with an active email address
3. Follow the self-enrollment steps to create your personal CHSConnect account.
4. Log in for the first time to create your username and password and setup security questions
5. Review the CHSConnect Policies and Procedures and Terms of Use and accept the Agreement to abide by the CHSConnect Terms of Use.

Available Components:

- **Homepage:** Allows you to branch to your Health Record, Medications, Appointments, Billing, or recent visits.
- **Appointments:** Request appointments and view upcoming appointments.
- **Health Record:** View information entered into core parts of your electronic health record (e.g. medication lists, allergies, lab results, and reports). These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. Medications: contains current and past medications along with instructions for each medication.
- **Lab/Test Results:** Contains copies of selected labs/tests done in the hospital.
- **Profile:** Contains your demographics, insurance and personal contacts.
- **Health Summary:** If you need to review/print/download information out of your electronic health record, this section of CHSConnect has a summary of your visit. (If needed, you may obtain a full copy of your electronic health record by contacting our office).
- **Billing:** View billing history.

Protecting your Private Health Information and Risks:

This method of communication and viewing information through CHSConnect is designed to prevent unauthorized parties from being able to access your medical information while they are in transmission by using 256 bit encryption. Other security measures protect information maintained within the CHSConnect site. The website for CHSConnect has a trusted site certificate, which is viewable from your browsers task bar. (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching: "When to trust a website.").

Keeping your information secure depends on you. 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 CHSConnect account, so that only you or someone you have authorized can see information in your CHSConnect. You should protect your CHSConnect log-in information from anyone whom you do not want to access your CHSConnect account and notify us immediately of any unauthorized use of your log-in information or if you believe that your log-in is no longer confidential.

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

Even with these security measures, we cannot guarantee the confidentiality, security or integrity of CHSConnect information. To the fullest extent allowed by law, you agree not to hold NRH, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond its control.

III. AGREEMENT TO ABIDE BY THE TERMS OF USE

Patient Acknowledgement and Agreement

By clicking the 'I accept' button below, I acknowledge that I have read the CHSConnect Terms of Use and that I understand and agree to abide by all of the provisions of the CHSConnect Terms of Use, as they may be modified from time to time. I understand the risks associated with using CHSConnect, including compromise of protected health information resulting from an encrypted e-mail being delivered to the wrong address because I did not update CHSConnect with my new e-mail address. I understand that my CHSConnect account access may be terminated and disabled if I fail to follow the CHSConnect Terms of Use.