George Regional Hospital & Greene County Hospital

Patient Portal User Agreement & Patient Agreement to Abide by Terms of Use

The George Regional Health System (GRHS) 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 the 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.).

Proper subject matter:
- Use the Patient Portal for non-urgent medical portal related items, lab results, select reports, bill payment and so forth.
- 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:
- View lab results that have been sent to you.
- View radiology, cardiology and other physician reports 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).
- Update your demographic information (i.e., address, phone numbers, etc.)

Communications may become part of your 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.
- 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.
- Read our HIPAA Notice of Privacy Practices handout for information on how private health information is handled in our facility. The notice is on our web page, posted on the wall at registration areas, and at every registration desk.
- If you have any privacy concerns, please contact our Privacy Officer at 601-673-6169.

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 601-673-6010.
- Reasonable efforts will be made to respond to email inquires 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 George Regional Health Systems, 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 normal hours of operation, which are 8 am to 5 pm Monday through Friday. You are encouraged to use the Patient Portal at anytime; 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 Information Systems directly at 601-673-6010.

Medical advice and information disclaimer:
The Patient Portal may from time to time include information posted by George Regional Health System in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from either George Regional Health System facility. Information within the Patient Portal is intended to be used for medical diagnosis or treatment. The information posted by either George Regional Health System facility 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.

How to participate in our Patient Portal: Patients may participate in our Patient Portal by either signing up while visiting one of our two hospital locations or from our web page www.georgeregional.com. This is generally referred to as hospital based enrollment or self enrollment respectively. The data required for enrollment is name, date of birth, medical record number and email address.

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 either George Regional Hospital or Greene County Hospital registration or medical record departments. To register you must be at least eighteen (18) 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 a login and password.
5. If enrolled by medical records, once logged in to 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.

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 the Medical Record Department at the facility. *Note: If this portion is not complete, we still have the information. Certain documents will not be available for viewing via the Patient Portal.*

Transmit Records: Allows you to send secure files to a physician(s) you have been referred to *without having to go to the Medical Record Department* to get paper copies of your records. *Note: This option is only available if you have the physician(s) "**direct messaging address**". Please contact the physician's office for the correct address to use. This is never their office email address.*

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

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 (PHI) by regular email. Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extend allowed by law, you agree to not hold George Regional Health System, George Regional Hospital and/or Greene County Hospital, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.

AUTHORIZATION FOR PROXY ACCESS TO PATIENT PORTAL

GEORGE REGIONAL HOSPITAL * GREENE COUNTY HOSPITAL

Name: _____

Email Address: _____
          (Please supply the email address of the person who will be using the patient portal.)

I authorize the following individual to participate in the George Regional Health System's Patient Portal as my proxy.

Printed Name: _____

Date of Birth: _____

Address: _____

I understand that my proxy will have the same access and privileges that I have for the Patient Portal. I understand that this allows my proxy online access to my personal health information. My proxy will be able to view portions of my record that I am able to view. I also understand that additional information may be made available to my proxy through the Patient Portal as George Regional Health System continues to implement this product.

By signing this authorization, I am requesting George Regional Health System to give access to my proxy to utilize the Patient Portal. I understand that George Regional Health System will require my proxy to sign an acknowledgment and agree to George Regional Health System's policies and procedures for use of the patient portal.

This authorization is valid until revoked by me. I understand that a written request is necessary to revoke or cancel this authorization. However, I understand that my revocation will not be effective as to uses and/or disclosures already made in reliance upon this authorization. I realize that the information used and/or disclosed pursuant to this authorization may be subject to re-disclosure and no longer protected by federal privacy laws.

Patient Acknowledgment:
Signature of Patient: _____ Date: _____

Proxy Acknowledgment:
Signature of Proxy: _____ Date: _____