



Patient Notice and Agreement to Abide by Terms of Use for the Patient Portal Policy and Procedures

The Kimball Health Services patient portal offers secure viewing and communication as a service to patients who wish to view parts of their records online. 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 patient portal to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g., HIV, mental health, work excuses, etc.)
- Communication via the patient portal may be included in your permanent health record.
- Reasonable efforts will be made to respond to portal inquiries in a timely manner. You agree not to hold Kimball Health Services, its physicians, providers or any staff, in any way liable or responsible to you for delays in responding to such inquires.

Recommended 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 verify 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.
- View, download, print, and/or transmit your protected health information
- View your home medications list entered by your physician or clinical staff during a past hospital admission
- View selected health information (allergies, medications, current problems, past medical history), view hospital appointments.

Privacy:

- E-mails from you to any staff member should be through the patient portal to ensure they are properly encrypted and 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 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 HIPAA notice of privacy practices brochure for information on how private health information is handled in our facility. Additional copies of the notice of privacy practices can be requested at registration personnel.

Medical Advice and Information Disclaimer

- The patient portal may from time to time include information posted by Kimball Health Services in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Kimball Health Services. The information posted by Kimball Health Services

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.

II. Terms of Use Patient Portal Guidelines and Security

Security

- The patient portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, receiving information, or viewing attachments. Secure messages and information are designed to be read only by the patient or other authorized individual.
- At the time of patient portal enrollment, you may be asked for documentation and/or a request to answer knowledge-based authentication questions to prove that you are who you say you are. This is meant to ensure the privacy of your health information.

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.
- Enrolling in the patient portal program:
 - Provide an email address at the time of registration for services at Kimball Health Services.
 - Presenting a completed portal registration document (504.0.0.6a) at Kimball Health Services.

Protecting Your Private Health Information:

- You should protect your patient portal login information and notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.
- Refer to our notice of privacy practices for additional information.

I acknowledge that I have received the notice of Patient Portal Policy and Procedures and Agree to abide by the terms for use. If I have any questions I will contact the medical records department of Kimball Health Services.

Signature of Patient or Representative

Date

Relationship to Patient