



Patient Portal User Agreement

Purpose of this Agreement

Sacred Heart Health System's "FollowMyHealth" portal offers our patients a safe way for patients to go to a web site to view some of the health information stored in Sacred Heart's electronic health record. The Patient Portal is a tool to communicate with Sacred Heart Health System providers and staff that provide care to the patient.

This User Agreement will help explain the best use of the Patient Portal, describe some of the risks and ways to increase the safety of your health information, and allow you to agree to use, or decline to use, the Patient Portal. You are encouraged to maintain a copy of this User Agreement.

Important Information Regarding the Patient Portal

- **In an emergency**, call 911 or go to the nearest emergency room
- The Patient Portal can only be used for non-emergency communications and requests
- The Patient Portal does not diagnose or treat disease, or provide other medical services.
- The Patient Portal will not contain your complete medical record
- Sacred Heart Health System does not permit minors to use the Patient Portal.
- The Patient Portal is a service provided by Sacred Heart in conjunction with a third party vendor. Your medical records, social security number, date of birth, etc., will be housed by the third party vendor.

Patient Portal Features

- **Access to Health Information:** You may view a clinical health record summary concerning your most recent visit, as well as current medications and some lab and test results. Records related to drug and alcohol abuse may be included.
- **Appointment Requests:** You may request an appointment for certain outpatient visits with participating Sacred Heart Medical Group Providers. Please note this is a request only. The staff will contact you via the Patient Portal messaging system, or by telephone, to confirm your appointment. If you have not heard from staff within 36 business hours, please contact your physician's office by telephone.
- **Demographic Information:** You may use the Patient Portal to review patient demographic information such as address, phone number, and contact information. The Patient Portal will not relay any changes to this information back to Sacred HeartHealth System.or Sacred Heart Medical Group participating providers. Therefore, please be sure to update your demographic information on your next office visit.
- **Prescription Refill Requests:** Some medication refills can be requested in the Patient Portal.

Privacy Protection of Your Health Information

All communications concerning your personal health information carry some level of risk. While the Patient Portal is designed to keep your information safe, there are risks which are important for you to understand. Some helpful things to keep in mind include:

- Use a screen saver or close the Patient Portal so that others nearby cannot read it

- Keep your user name and password safe and private
- If you believe someone has discovered your password, you should promptly change it using the steps outlined in the Patient Portal Account Settings
- It is best not to use a public computer or kiosk to access the Patient Portal. If you must use a public computer to access the Patient Portal, ask for help to delete the browsing history.

When accessing the Patient Portal, Sacred Heart Health System and its staff are not responsible for security infractions or intrusions resulting from the user's failure to follow prudent security measures, including but not limited to those described above, or for network infractions beyond its reasonable control.

Participation Conditions

By logging onto the Patient Portal, you agree to all terms and conditions of the Patient Portal User Agreement. Sacred Heart Health System may amend, supersede or rescind its Patient Portal User Agreement at any time without prior notice. Sacred Heart Health System shall have the discretion to determine how its Patient Portal User Agreement apply in a given situation, and its determination shall be final, binding, and not subject to further review or appeal.

If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify the Privacy Officer for Sacred Heart Health System at 1 (850) 416-7000 or at 1 (850) 416-7600