MyHealth MyChart Patient Portal Terms and Conditions

RMH Medical Group is pleased to offer you MyHealth MyChart Patient Portal as a customer (patient) of RMH Medical Group and its affiliates.

We think that it is important for you to know how we manage information via the Internet. This Terms and Conditions statement outlines our practices and sensitivity to your right to privacy. We reserve the right and discretion to revoke access to this service at any time.

If you have questions or problems with MyHealth MyChart Patient Portal, we encourage you to contact us at PortalSupport@sentara.com.

Electronic Communication

In some cases, the clinical staff needed to respond to an electronic inquiry or other communication may not be immediately available. Therefore, a patient should allow at least two (2) business days for a response. Emergency situations requiring immediate attention should not be submitted electronically.

Furthermore, with respect to any electronic communications sent by the patient, we are only able to respond to such communication based on the information provided by the patient. If there is insufficient information provided, we will be unable to provide accurate and reliable services and may return your message for clarity.

MyHealth MyChart Patient Portal does not contain your complete medical record. It is only a summary of your record. If you would like to see your complete record, please request this from your practice.

Web Site Links

MyHealth MyChart may offer links to related medical web sites not managed by RMH Medical Group. These Web site link(s) are for a patient's informational purposes only. RMH Medical Group does not endorse and has not verified the accuracy of the information in/on these web sites, and the patient should not rely on any of the information found on the Web sites for purposes of treatment or diagnosis.

Minor Eligibility

An individual must be age 18 or older to request a personal MyHealth MyChart Patient Portal account. Parents or guardians of minor children may request access to the minor child's account by following the terms outlined in the "Proxy Access" section of this Terms and Conditions statement.

With parent/legal guardian consent, minor children between the ages of 14 and 17 (inclusive) will be eligible to participate in the full spectrum of MyHealth MyChart Patient Portal services. Under State and Federal law, there are certain types of medical information that the parent or guardian of a minor patient age 14-17 may not view without consent of the minor patient. Because of these

requirements, adolescents between the ages of 14-17, may only create a MyHealth MyChart Patient Portal account once the parent/legal guardian has provided written consent. The consent agrees to allow the adolescent to have his/her own MyHealth MyChart Patient Portal account.

Thus, when a minor patient reaches age 14, restrictions will be placed on MyHealth MyChart Patient Portal access until he/she reaches age 18 or until consent for the adolescent to have a MyHealth MyChart Patient Portal account has been signed and the adolescent activates his/her account. Adolescents may grant parents/legal guardians Proxy access to their account by following the terms outlined in the "Proxy Access" section of this Terms and Agreement statement.

Proxy Access

Individuals age 18 or older may request proxy access to another individual's MyHealth MyChart Patient Portal account by completing the Proxy Access portion of the MyHealth MyChart Patient Portal Consent Form and submitting it to their practice. Individuals age 14-17 may grant Proxy Access to parents/legal guardians by completing the Adolescent Proxy Access portion of the MyHealth MyChart Patient Portal Proxy Form and submitting it to RMH Medical Group Practice. All medical information that is made available in MyHealth MyChart Patient Portal will also be made available to your Proxy. Such access will only be granted to parties with parental rights or legal guardianship over the MyHealth MyChart Patient Portal account holder and only to the extent that the party requesting proxy access can demonstrate the legal right to account holder's medical information. A MyHealth MyChart Patient Portal account will be activated for both the proxy and the account holder. If the proxy's legal relationship with the account holder changes, the account holder must inform us immediately by calling the practice for directions or sending written notice to the practice. RMH Medical Group reserves the right to revoke proxy access at any time for any reason.

Email Privacy

Patients who are users of MyHealth MyChart Patient Portal should be aware that they will be notified by email for certain features, including activation. This means that any person with access to a patient's email will be able to see this notification. This could include the patient's spouse, employer or anyone else that can access a patient's email account.

Patient Portal communications security prevents unauthorized parties from being able to access or read messages while they are in transmission, however, keeping messages secure depends on two additional factors: the secure messages must reach the correct email address, and only the appropriate individual (or someone authorized by the that individual) must be able to get access to it. Only you can make sure these two factors are present. **We need you to make sure we have your correct email address and you MUST inform us if it ever changes.**

Please know that if you send us an email communication, it may be shared with RMH Medical Group staff in order to provide an appropriate response. A patient's confidential medical information related to MyHealth MyChart Patient Portal features will be accessible only to appropriate RMH Medical Group staff.

Security and Confidentiality

We afford the same degree of confidentiality to medical information stored on MyHealth MyChart Patient Portal as is given to medical information stored by RMH Medical Group in any other medium. RMH Medical Group is committed to protecting the confidentiality of your medical information. We limit RMH Medical Group employees' access and ability to enter or view information based upon their role in your care. Firewalls, passwords, encryption, and audit trails are further used to safeguard your information. We keep a record of the records released and note the time and date of access each time a patient accesses MyHealth MyChart Patient Portal. We have taken steps to make all information received from our online visitors as secure as possible against unauthorized access and use. We offer secure viewing and communication as a service to patients who wish to view parts of their records and communicate with staff. Secure messaging can be a valuable communications tool, but has certain risks. By signing our Consent Form, you accept the risks and agree to the conditions of participation.

For other than general information viewing, MyHealth MyChart Patient Portal must be accessed with a Secure Sockets Layer (SSL) compatible browser or terminal (Internet Explorer versions 6.0 or greater). Our SSL web server uses authentication and offers the highest level of encryption technology commercially available (128-bit RC4).

You can tell when you are secure by looking at the location (URL) field. If the URL begins with https:// (instead of http://), the document comes from a secure server. This means your data cannot be read or deciphered by unauthorized individuals.

User names and passwords provide two layers of authentication and are stored in an encrypted database that is isolated from the Internet. As a MyHealth MyChart Patient Portal user, your role in maintaining the security of your medical information is:

1. Changing your password on a regular basis, and
2. Keeping your login ID and password confidential.

Deactivation

MyHealth MyChart Patient Portal will be deactivated due to specific terms and conditions for use of the applications at the discretion of the Practice and the RMH Medical Group. The following is a list of reasons which will result in deactivation. The list is not inclusive and each circumstance will be evaluated individually.

1. No longer a patient for that practice/physician.
2. Automatic system deactivation will occur for a parent to view a child's record when the child reaches the age of 14.
3. Automatic system deactivation will occur after a number of failed login attempts to access the secure portion of the MyHealth MyChart Patient Portal system. The account will be locked for 30 minutes before re-attempting login.
4. Inappropriate use of messaging or scheduling (ex. Excessive, unnecessary, inappropriate content).
5. Abuse of proxy access.
6. Pending legal issues with patient or direct family.
7. Inability to use features without constant assistance.