



Patient Portal Terms and Conditions St. Mary's of Michigan / St. Joseph Health System

Purpose of this Form

St. Mary's of Michigan/St. Joseph Health System (SMOM/SJHS) offer a secure way for each patient to view a portion of the health information kept in the patient's electronic health record. While a patient portal helps improve communications, it does have some risks. This Patient Portal Terms and Conditions document will explain the use of the portal, describe some of the risks and ways to increase the safety of your health information. Please maintain a copy of these terms and conditions. Answers to common questions are available through the Frequently Asked Questions document provided on the patient portal. **For technical questions or support, contact the Support Hotline: 1 (888) 670-9775 Monday – Friday 8:00 am-8:00 pm EST or by email to support@followmyhealth.com.**

Important Information Regarding the Patient Portal

- **DO NOT USE THE PORTAL IN AN EMERGENCY.** Call 911 or go to the closest emergency room.
- The Patient Portal can only be used for non-emergency communications and requests.
- The Patient Portal cannot be used to diagnose and treat a new condition, or provide medical services.
- Parts of your medical record may not be available through the Patient Portal.

Patient Portal Features

- **Access to Health Information:** You may view a clinical health record summary concerning your most recent hospital stay, as well as current medications, lab and test results.
- **Hospital Appointment Requests:** You may request an appointment for certain outpatient procedures. Please note this is a request only. The staff will contact you via the Patient Portal messaging system or by phone with a scheduled appointment date and time. Please call the hospital scheduling department for urgent appointment needs.
- **Physician Appointment Requests:** If your physician's office is listed in the "Request an Appointment" section, you may use the Portal to request appointments. Please note that is a request only. The staff will contact you via the Patient Portal messaging system or by phone with a scheduled appointment date and time.
- **Prescription Renewal Requests:** Some medication renewals can be requested in the Portal.
- **Patient Communication to Provider:** If your physician is listed in the Physician Office Message list, you may send non-emergent or non-urgent communications to this office using the Patient Portal.
- **Pay A Bill:** Billing information is available via the Patient Portal and you can connect to make a payment.
- **Demographic Information:** You may use the Patient Portal to confirm or make changes to information about yourself such as address, phone number, and contact information. You may be asked to provide evidence, such as a driver's license or utility bill, before changes will be made to your address or phone number.
- **Educational Resources:** You may view patient educational resources on topics listed in the Patient Portal library. Educational materials provide general information. Because everyone is different, you should discuss your situation with your doctor.
- **Additional Functionality:** We reserve the right to make revisions, changes, updates and/or improvements in products and/or services provided on the Patient Portal and described in these Terms and Conditions of Use at any time without notice. However, your basic medical information will not be impacted by these changes.

Etiquette When Using the Patient Portal

- Be sure that your name and other personal information is correct when logging into the portal.
- You are responsible for updating your contact information and e-mail address as soon as there are changes by contacting your physician office or St. Mary's of Michigan or St. Joseph Health System.
- Before sending a message, review it to ensure that it is clear and includes information your doctor needs to know to help you.
- The system will send notifications to your email inbox when a new message and/or information is in the Patient Portal.
- Healthcare providers with St. Mary's of Michigan/St. Joseph Health System will try to respond within *two business days* of receiving your request. If you have not received a response within this timeframe, please contact your healthcare provider.

Privacy Protection of Your Health Information

All communications concerning your personal health information carry some level of security risk. While the likelihood of risk using the Patient Portal is greatly reduced, there are risks for you to understand. Some helpful things to keep in mind include:

- To keep your information private, do not store, send or access messages on your employer-provided computer. Personal information may be accessible by your employer.

- It is best to not 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.
- Use a screen saver or close your portal so that others nearby cannot read your information.
- Keep your user name and password safe and private.
- If you believe someone has discovered your password, promptly change it using the steps outlined in the Patient Portal.
- Electronic messages from you to St. Mary's of Michigan/St. Joseph Health System should be through the Patient Portal. Electronic messages outside of the Patient Portal, such as email, may not be secure.

When accessing the Patient Portal, you are responsible for the security of the device being used to access the Patient Portal.

St. Mary's of Michigan/St. Joseph Health System and its staff are not responsible for security problems that result from the user's failure to follow security measures or for events beyond its reasonable control.

Access, Use of Online Communications and Participation Conditions

- The Patient Portal is an optional service offered as a courtesy to our patients. Use is restricted to current patients and is subject to all Patient Portal Terms & Conditions. Any inappropriate use by the patient or the patient's representative may result in termination of portal access.
- In addition to Patient Portal communications, you may also be asked to contact us by telephone or in person.
- St. Mary's of Michigan/St. Joseph Health System does not guarantee that the Patient Portal will be accessible 24 hours a day, 7 days a week. There may be times when the Patient Portal is unavailable due to technical errors or for maintenance and support activities. We will make reasonable efforts to limit such activities to nighttime hours.
- St. Mary's of Michigan/St. Joseph Health System and staff do not have liability or responsibility to any patient or user for their inability to access the Patient Portal.
- Based on state regulations and St. Mary's of Michigan/St. Joseph Health System policy, unless a minor has been emancipated, minors will not be given access to the Patient Portal without the written authorization of the minor's parent or legal guardian.
- By logging onto the Patient Portal, you agree to all Terms and Conditions. St. Mary's of Michigan/St. Joseph Health System may amend or rescind its Patient Portal Terms and Conditions at any time without prior notice.
- If you receive access to health care information which is not yours, you must immediately stop viewing such information and notify St. Mary's of Michigan/St. Joseph Health System Legal Department at (989) 907-8792.
- Except as otherwise indicated, all content on this site is the property of St. Mary's of Michigan/St. Joseph Health System and/or its licensors and is protected by law and may not be used by you except in connection with your use of the Patient Portal in accordance with these Terms and Conditions.
- The names, words, symbols, and graphics representing St. Mary's of Michigan/St. Joseph Health System and its facilities and subsidiaries, and FollowMyHealth are the trademarks or registered trademarks of St. Mary's of Michigan/St. Joseph Health System and protected by trademark laws of the U.S.A. and other countries. Other proprietary names, words, symbols and graphics may be designated as such from time to time on the Patient Portal site through use of the TM, SM, or ® symbols. Users of the Site are not authorized to make any use of the St. Mary's of Michigan/St. Joseph Health System marks, including, but not limited to, as metatags or in any other fashion which may create a false or misleading impression of affiliation or sponsorship with or by St. Mary's of Michigan/St. Joseph Health System.

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