Roane General Hospital
Patient Portal User Agreement Policy
and
Patient Agreement to Abide by Terms of Use

The Roane General MyRGHchart Patient Portal is a free communication service provided by Roane General Hospital, Roane General Medical Clinic, Roane General Medical Associates, Southern Roane Medical Clinic, Walton Medical Clinic, and Roane General Walk-in Services – collectively referred to as Roane General throughout these Terms and Conditions of Use.

The Roane General MyRGHchart 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 this 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 Roane General MyRGHchart Patient Portal to communicate (i) an emergency, or (ii) an urgent issue.

Proper Subject Matter:

1. Use the Roane General MyRGHchart Patient Portal for non-urgent patient portal related questions, lab results, select reports, appointment reminders, or requests.
2. Use the Roane General MyRGHchart Patient Portal to update your demographic information.
3. Be sure that all information that you enter is true, accurate, complete, and updated whenever there is a change.
4. Be concise when typing a message.

The Roane General MyRGHchart Patient Portal offers the following functions:

1. Send and receive e-mail and secure messaging for **non-urgent** needs.
2. View lab results that have been sent to you.
3. View and print "Continuity of Care Document" or "Health Summary".
4. View and submit updates to your health information.
5. View selected health information (allergies, medications, current problems, past medical history and pre-register for your appointments.
6. Update your demographic information (i.e. address, phone numbers, etc…)

Communications May Become a Part of Medical Record

Communication via the Roane General MyRGHchart Patient Portal may be included in your permanent medical record.

Privacy:

All messages sent to you in the Roane General MyRGHchart Patient Portal will be encrypted. See section on "Patient Portal Guidelines and Security" for explanation.

1. Emails from you to any staff member should be through the Roane General MyRGHchart Patient Portal or they are not secure.
2. 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.
3. 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 Roane General MyRGHchart Patient Portal (similar to how phone communication is handled).
4. There is no need to notify us that you have read a message, unless you have a question or need further information.
5. Read our HIPPA handout for information on how private health information is handled in our facility. The Privacy Statement can be accessed under "Downloadable Forms" on our website at www.roanegeneralhospital.com/patient.html
6. If you have any concerns regarding our privacy guidelines, please contact Medical

Records at 304-927-6227.

Response Time:

1. After signing your Agreement to Abide by the Roane General MyRGHchart 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 Medical Records at 304-927-4444 and notify the receptionist.
2. Reasonable efforts will be made to respond to email inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the Roane General MyRGHchart 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 Roane General, 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 Roane General MyRGHchart Patient Portal.
3. The Roane General MyRGHchart Patient Portal is checked during hours of operation, which are 8 am to 5 pm Monday through Friday. You are encouraged to use the Patient Portal at any time; however, messages submitted after hours are held for us until we return the next business day.
4. If email is not accessible for any reason, please contact Medical Records directly at 304-927-6227.

Minor Eligibility

An individual must be age 13 or older to request a personal 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 Patient Portal User Agreement. Proxy's of teenage minor children between the ages of 13 and 17 (inclusive) will need to have dual consents present (one from the minor and one from the proxy) in order to access the minor’s MyRGHchart account. When a minor patient reaches age 18 all parent proxy access will end absent a valid court order.

Proxy Access

Individuals age 18 or older may request proxy access to another individual’s MyRGHchart account by completing the MyRGHchart Proxy Access Request and Authorization Form and submitting it to Roane General Hospital. Proxy access to an adult patient’s MyRGHchart account may be granted with dual consent of both the patient and the proxy. Proxy access may be granted to the legal guardian or medical power of attorney of an adult disabled patient with accompanying legal documents. Proxy access to a minor’s MyRGHchart account (age 12 and under) may be granted to parties with parental rights or legal guardianship and only to the extent that the party requesting proxy access can demonstrate the legal right to account holder's medical information. Proxy access to a teenage minor’s MyRGHchart account (age 13–17) may be granted with dual consent of both the patient and the proxy. Only one person will be granted proxy access to a MyRGHchart account. A MyRGHchart account will be activated for both the proxy and the account holder. If the proxy’s legal relationship with the account holder changes, the proxy must inform the hospital immediately by calling Roane General Hospital at 304-927-6227.

Roane General Hospital reserves the right to revoke proxy access at any time for any reason.

Medical Advice and Information Disclaimer

The Roane General MyRGHchart Patient Portal may from time to time include information posted by Roane General in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Roane General. Information within the Roane General MyRGHchart Patient Portal is not intended to be used for medical diagnosis or treatment. The information posted by Roane General 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 and you should never disregard medical advice or delay in seeking it because of something you may have read on the Roane General MyRGHchart Patient Portal.

II. Terms of Use Roane General MyRGHchart Patient Portal Guidelines and Security

How our Secure Patient Portal Works

The Roane General MyRGHchart 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 User ID and password to log in to the Patient Portal site.

How to Participate in our Patient Portal:

You must be 13 years of age or older to use the patient portal. You must request access from Roane General and provide a valid email address to have your MyRGHchart account enabled.

There are two options for enrolling new users in the Roane General MyRGHchart Patient Portal:

1. Hospital Enrollment – A member of the hospital assists you in activating your account. Hospital Enrollment is available if the user is a patient at the hospital OR the user is a Proxy User for a patient in the database. Proxy Users must be defined via Hospital Enrollment. The steps for Hospital Enrollment are as follows:
   - 1.1. Patient and/or Proxy User must come to the hospital and present Valid I.D. to establish access
   - 1.2. Patient and/or Proxy User must have valid email addresses in order to establish access
   - 1.3. A hospital staff member will define the appropriate user(s) in the Roane General MyRGHchart Patient Portal
   - 1.4. An email will be generated and sent to the email address(es) defined in the MyRGHchart Patient Portal system
   - 1.5. The User(s) will need to access their email and click the link provided in the email and enter the User ID and One-Time Password provided in the email
   - 1.6. The User(s) will get to choose their login ID and password for future use of the Roane General MyRGHchart
   - 1.7. Accept the online User Agreement
   - 1.8. Sign on to the Roane General MyRGHchart Patient Portal

2. Self Enrollment – A patient already known to the hospital enrolls themselves from a link on the hospital website. **Note: If enrolling electronically, by selecting "Accept" you are indicating that you have read and fully understand the User Agreement thereby creating an electronic signature of acceptance. Proxy Users may not enroll electronically.*
   - 2.1. The patient must provide Roane General a valid email address in order to use the Self Enrollment option
   - 2.2. A link to MyRGHchart Self Enrollment is provided on Roane General's web site www.roanegenralhospital.com
   - 2.3. You must know the following information to proceed with the Self Enrollment process
     - 2.3.1. Patient Name as it appears on your medical record
     - 2.3.2. Date of Birth
     - 2.3.3. Email Address
     - 2.3.4. Medical Record Number
     - 2.3.5. Your Medical Record Number (MRN) can be obtained from your Discharge Instructions Documentation from your last visit to the hospital or by calling the Medical Records Department at 304-927-6227
     - 2.3.6. Click the MyRGHchart Self enrollment link on www.roanegeneralhospital.com
     - 2.3.7. Answer the questions provided in the Patient Questionnaire
     - 2.3.8. Correct answers to the questionnaire generate an email to be sent and to the email address(es) defined in the MyRGHchart Patient Portal system
     - 2.3.9. The User will need to access their email and click the link provided in the email and enter the User ID and One-Time Password provided in the email
     - 2.3.10. The User will get to choose their login ID and password for future use of the Roane General MyRGHchart
     - 2.3.11. Accept the online User Agreement
     - 2.3.12. Sign on to the Roane General MyRGHchart Patient Portal

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.

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.

Messages: Allows you to send and receive secure email to/from your physician(s). **Note: This option is only available if your physician(s) have opted to use this functionality within our Patient Portal.* Use of this is very similar to standard email. You can also select "Contact Us" to send a message regarding the functionality of this component.

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 Medical Records at 304-927-6227. **Note: Certain documents will not be available for viewing via Patient Portal.*

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

Appointments: Allows you to request, view, reschedule, or cancel scheduled appointments. Also allows you to "Pre-Register" for scheduled appointments.

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 Roane General MyRGHchart Patient Portal is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using encryption. The Patient Portal uses industry standard security measures to reduce the possibility that an unauthorized person may gain access to your account. These security measures are similar to the technology banks use for their online banking services. No system is perfect and Roane General will do its best to maintain electronic security.

However, keeping messages secure depends on two (2) additional factors: (a) the secure message must reach the correct email address, and (b) only 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 you have authorized to access your Roane General MyRGHchart 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. **Please notify us immediately of any unauthorized use of your login information or if you believe that your login or password is no longer confidential or has been stolen.**

We will not answer questions or send protected health information by regular email. Even with these security measures, we cannot guarantee the confidentiality, security, or integrity of Patient Portal information.

By signing below, you understand the following terms, conditions, and responsibilities apply to the Patient Portal, and you give your informed consent to participate in compliance with these terms, conditions, and responsibilities:

► Using the Patient Portal is entirely voluntary and will not affect a patient's ability to access care at Roane General.

► Report to Roane General any information that appears inaccurate about the patient's health care, or any information that the patient's health information has been improperly accessed or compromised.

► Should you experience a need for emergency or urgent health care services, do not communicate that need through the Patient Portal. Instead, immediately seek care from a physician or Roane General.

► The Patient Portal provides access to portions of a patient's health care records, but not to his/her complete health care record.

► Use the Patient Portal only as permitted. Do not attempt to harm or circumvent its security measures. You are prohibited from introducing malware, computer viruses, or other illegal tools or techniques to the Patient Portal.

► You must comply with all federal and state laws in your use of the Patient Portal.

► Roane General is not responsible for inaccurate or incomplete information provided by any health care provider to the Patient Portal, for any interruption or loss of your ability to access the Patient Portal.

► Roane General is not responsible for any unauthorized disclosure of health information which is beyond Roane General's control.

► Roane General may change or terminate the Patient Portal at any time, and has the right to deactivate access to a Patient Portal at any time for any reason, including but not limited to, suspicion of unauthorized or inappropriate use of the Patient Portal in violation of this Agreement.

_____	_____
Patient Signature	Proxy User Signature (if applicable)
_____	_____
Printed Patient Name	Printed User Name
_____	_____
Date	Date