



# Patient Portal Policy and Procedures

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## Patient Agreement to Abide by Terms of Use

Kern Valley Healthcare District offers secure viewing through our Patient Portal as a service to patients who wish to view parts of their medical records. 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

#### The Patient Portal has the following functions:

- View vitals, laboratory and radiology results.
- View and print “continuity of care document.”
- View selected health information (allergies, medications, current problems, past medical history).

#### Privacy:

- All medical records sent to you in the Patient Portal will be encrypted: see section on "Patient Portal Guidelines and Security" for explanation.
- 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.

#### Response Time:

- After signing your agreement to abide by the Patient Portal Terms of Use and providing a valid email address, a “welcome message” will be e-mailed to you. This will provide a link to the Portal login screen. (If you have not received an e-mail from us within 36 hours of your discharge date, please call Information Systems at 760-379-2681 ext. 619 for an e-mail reset).
- The Patient Portal is checked during our hours of operation, which are 8 a.m. to 5 p.m. Monday through Friday. You are encouraged to use the Patient Portal at any time; however, support requests are held until the next business day.
- Kern Valley Healthcare District **does not** provide technical support for connectivity to the Internet for the purpose of accessing the patient portal.

#### Changes to these Policies and Procedures:

- Policies and Procedures and Terms of Use may be modified from time to time.
- If material modifications to the Policies and Procedures are made, information will be posted on our website, [www.kvhd.org](http://www.kvhd.org)
- If you then continue to use the Patient Portal, you will be deemed to have agreed to follow the modified Policies and Procedures.
- If you do not agree with the modified Policies and Procedures, then you must notify us that you no longer wish to use the Patient Portal.

Patient/Legal Representative Initials \_\_\_\_\_

## II. Terms of Use - Patient Portal Guidelines and Security

### How Secure Patient Portal Works:

The Patient Portal is a webpage that uses encryption designed to keep unauthorized persons from reading information or attachments. Secure information is designed to be read only by someone who knows the right password or pass-phrase to log in to the Patient Portal site.

### How to Participate in our Patient Portal:

Once your Agreement to Abide by the Terms of Use is signed, we will send you an e-mail notification that tells you how to register for the first time. This notification will give you the URL (Internet address) of the website where you can log in. By clicking on the URL you will activate your Internet browser, which will open the website. After creating a login to access the portal, you will be able to view parts of your electronic record. The connection channel between your computer and the website uses "secure sockets layer" (SSL) technology, you can read or view information on your computer, but it is still encrypted in transmission between the website and your computer.

### 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.

### How to Use Patient Portal:

1. Request access from KVHD at registration. (To register, you must be at least eighteen (18) years old).
2. Review the Patient Portal Terms of Use and sign the Agreement to Abide by the Patient Portal Terms of Use.
3. Bring in or mail the completed form (it will become part of your medical record).
4. After this is completed, you can expect to see a welcome e-mail. On this e-mail you will click on the URL link (web page) and create a login and password.

### Available Components:

1. *Homepage:* View Frequently Asked Questions (FAQ), access *My Settings* to change password or passphrases, and access clinical information.
2. *Core Medical Record:* View information entered into core parts of your electronic health record (e.g. medication lists, allergies, and lab results). These are available for you to review and check for accuracy, as well as print or send to other providers.
  - *Medical Summary:* Contains current and past medications written or entered by our staff. Your allergies, immunizations, health issues, and surgeries/procedures display here as they have been entered into your electronic health record.
  - *Lab/Test Results:* Contains copies of selected labs/tests done in the hospital. This is a read only area, but if you have questions, you can contact your primary care provider.
  - *Personal Information:* Contains your demographics, insurance and personal contacts.
  - *Copy of Record:* If you need to review/print information out of your electronic health record, this section of the Patient Portal has a summary for your visit to the physician. (If needed, you may obtain a full copy of your electronic health record by contacting the HIM Department at KVHD).

### Protecting Your Private Health Information and Risks:

This method of viewing information through the Patient Portal is designed to prevent unauthorized parties from being able to access information while in transmission by using 256 bit encryption. Other security measures protect information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate, which is viewable from your browser's task bar. (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching: "When to trust a website.")

We need you to make sure that we have your correct e-mail address and are informed if it ever changes. You also need to keep track of who has access to your Patient Portal account, so that only you or someone you have authorized can see 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 and notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential. We recommend using a password that is at least 8 characters long and includes one uppercase letter, one lower case letter, a number, and a special character (!, #, %).

We will not answer questions or send protected health information by regular e-mail.

Even with these security measures, we cannot guarantee the confidentiality, security or integrity of Patient Portal information. To the fullest extent allowed by law, you agree not to hold Kern Valley Healthcare District, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond its control.

Patient/Legal Representative Initials \_\_\_\_\_



## Patient Portal Patient Agreement to Abide by Terms of Use

### Patient Acknowledgement and Agreement

By signing below, I acknowledge that I received the Patient Portal Terms of Use and that I understand and agree to abide by all of the provisions of the Patient Portal Terms of Use, as they may be modified from time to time. I understand the risks associated with using the Patient Portal, including compromise of protected health information resulting from an encrypted e-mail being delivered to the wrong address because I did not update the Patient Portal with my new e-mail address. I understand that my Patient Portal account access may be terminated and disabled if I fail to follow the Patient Portal Terms of Use. I have had a chance to ask questions and have received answers to my satisfaction.

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**Print** Name of Patient

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
**Signature** of Patient

\_\_\_\_\_  
Date

\_\_\_\_\_  
**Print** Name of Legal Representative  
to Patient (if applicable)

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Relationship of Legal Representative

\_\_\_\_\_  
**Signature** of Legal Representative

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E-mail to be used with Patient Portal account