

## **South Shore Health System**

### **MyChart Procedures & Agreement to Abide by Terms and Conditions**

South Shore Health System (SSHS) offers a patient portal as a service to patients who wish to view their health information and communicate with their health care providers (Providers) online. This patient portal is called MyChart, it is available to all South Shore Health System patients.

Online access and secure messaging can be convenient and valuable communications tools, but they have certain risks. By agreeing to these Terms and Conditions, you agree to accept the risks and follow the procedures and Terms and Conditions, described below.

#### **I. Terms and Conditions – General Procedures**

##### **MyChart Disclaimer:**

**IF YOU THINK YOU HAVE A MEDICAL EMERGENCY, CALL YOUR PROVIDER OR 911 IMMEDIATELY. DO NOT RELY ON ELECTRONIC COMMUNICATIONS OR MESSAGING THROUGH MYCHART FOR IMMEDIATE, URGENT MEDICAL NEEDS. THIS WEBSITE IS NOT INTENDED TO BE USED IN MEDICAL EMERGENCIES.**

In addition, MyChart is not intended for communications about sensitive information (e.g. HIV, mental health etc.). Call your Provider directly if you would like to discuss a sensitive medical issue.

Nothing in MyChart is intended to be used for medical diagnosis or treatment. Communication tools like secure messaging support but do not replace a provider–patient relationship. SSHS may post news, opinions, or general educational materials, these materials are provided only for reference and educational purposes and should not be considered specific medical advice or instruction from South Shore Health System. Also, the information SSHS posts on MyChart should not be considered complete information on a topic, nor should it be relied upon as a course of treatment for a particular individual.

**You should always seek the advice of your Provider with any questions you have about a medical condition, and you should never disregard medical advice or delay in seeking medical advice because of something you read on MyChart.**

MyChart may also contain links to external non-SSHS websites or to information provided by a third party. South Shore Health System will make reasonable efforts to include a notice that such information is authored by a third party and not by SSHS. South Shore Health System is not responsible for the availability or accuracy of content on non-SSHS websites or for that provided by third parties. South Shore Health System cannot guarantee that such information is reliable and accurate and accepts no fault or liability for any error or omission, with respect to any third party content.

All content included on MyChart or on any of South Shore Health Systems' public websites, including but not limited to, text, photographs, graphics, button icons, images, artwork, names, logos, trademarks, service marks and data (the "Content"), in any form, including any compilation thereof, are protected by U.S. and international copyright law and conventions.

### **MyChart Terms and Conditions of Use:**

These Terms and Conditions, including but not limited to the MyChart disclaimer, detail your rights and obligations regarding your use of My Chart. South Shore Health System may modify these terms at any time and any such modification will be effective upon its posting, unless otherwise specified in the update. If South Shore Health System makes material modifications to the Terms and Conditions, information will be posted on MyChart notifying you that a material change has been made. All users are advised to periodically review these Terms and Conditions. If you continue to use MyChart, you will be deemed to have agreed to follow the modified Terms and Conditions.

Also, by using MyChart, in any format, you agree that the laws of the Commonwealth of Massachusetts will govern these Terms and Conditions.

If you do not agree to any of the Terms and Conditions, now or as updated in the future, you should not access MyChart. At any time you may request that your MyChart account be closed by contacting the MyChart Support Line at 781-261-4480. If your MyChart account is closed, the information stored in your account will no longer be accessible to you via MyChart. However, you will always be able to access your complete medical record by contacting the SSHS Health Information Management Department at 781-624-8235.

**YOU UNDERSTAND THAT YOUR USE OF MYCHART IS SUBJECT TO THESE TERMS AND CONDITIONS. UPON ACCESSING MYCHART, YOU WILL BE DEEMED TO HAVE ACCEPTED (WITHOUT MODIFICATION BY YOU) ALL OF THE TERMS, CONDITIONS, POLICIES AND NOTICES REFERENCED IN THESE TERMS AND CONDITIONS.**

## **Minor Eligibility:**

An individual must be 18 years or older to request a MyChart 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 these Terms and Conditions.

With parent/guardian consent, minor children between the ages of 13 and 17 (inclusive) may have their own MyChart account. Under state and federal law, there are certain types of medical information that a parent or guardian of a minor patient ages 13-17 may not view without the consent of the minor patient. Minor patients between the ages of 13-17 and their parents should contact MyChart Support at 781-261-4480 for more information.

## **II. Signing Up and Accessing MyChart**

### **How MyChart Works:**

MyChart 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 password or activation code to log into the specific MyChart account.

### **How to Sign Up for MyChart:**

Patients require a unique activation code to enroll in MyChart. This code may be obtained one of the following four ways:

1. Current or future hospital visit - Agree to enroll while preregistering/registering for an Inpatient or Emergency visit to South Shore Hospital.
2. Current or future office visit- Agree to enroll during an ambulatory/office visit at one of our many South Shore Health System locations.
3. Visit or contact **MyChart Support** Monday-Friday 8:00 AM -4:00 PM to obtain your unique patient code. The phone number is **781-261-4480**.
4. Visit the MyChart.SouthShoreHealth.org website and follow the self-enrollment process.

Depending upon the option you choose to enroll in MyChart, you may be sent a “welcome message” via email from [DoNotReply@SouthShoreHealth.org](mailto:DoNotReply@SouthShoreHealth.org). This email will include user instructions, a unique patient code, and a link to the MyChart login screen. Click on the URL link (web page) in the e-mail and follow the online instructions.

Once you have obtained your unique patient code, select the ‘Sign Up Now’ option from the [MyChart.SouthShoreHealth.org](http://MyChart.SouthShoreHealth.org) link, and enter and the provided activation code, and your zip code, date of birth, and email address. You will then be able to create a username and password. When you log into MyChart, you will be prompted to review and agree to the MyChart Terms and Conditions.

### **Logging into MyChart:**

When you click on the URL link in the “welcome message”, you will activate your Internet browser, which will open the website. You should then go to the “Sign Up Now” button and enroll in MyChart. Because 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 MyChart:**

Access to MyChart 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 soon as reasonably possible. In addition, SSHS reserves the right to terminate your use of MyChart immediately if you breach any of these Terms and Conditions. In the event of termination for any reason, your ability to access MyChart will end immediately. Your MyChart account will be deactivated and you will no longer be able to view the information. You acknowledge and agree that your original medical record shall at all times remain the property of SSHS. However, you will always be able to access your complete medical record by contacting the SSHS Health Information Management Department at 781-624-8235.

## **III. MyChart Features**

### **Summary of MyChart Functions:**

MyChart allows patients to:

- View Provider care team
- Request or cancel an appointment with Provider(s)
- See upcoming appointments with your Provider(s)
- Request refills of current medications
- Use quick links to view lab results, vital signs history, test results, radiology results and discharge information from recent hospital and/or /ambulatory visits.
- See a “To Do List” of Provider orders that the patient needs to schedule
- View your medications
- Add/change selected health information (allergies, medications, current problems, and past medical history).
- Send secure messages to your Provider care team
- Review your inbox messages sent to you by your Provider care team
- Fill out any pre-visit or after visit questionnaires from Provider
- View online billing statements and pay bills
- View insurance and coverage information

#### **IV. Proxy Access: Sharing your Health Information**

You have the option of sharing all or some of your health information on MyChart with anyone you choose. Giving access to a friend or a family member is called “Proxy Access.” The person you share with must have an email address to access your Patient Portal account.

#### **Ways You Can Share Information from the Patient Portal:**

You are not required to give anyone Proxy Access to your information on MyChart, but if you choose to do so, you could provide access to some or all of the following types of information :

**Allow direct access to your MyChart record in real-time:** You can authorize another person to have direct, real-time access to your information in MyChart. If you choose this option, MyChart will automatically send an email to the recipient, which will allow them to go directly into your MyChart record and view or edit the designated information. Again, you are responsible for ensuring you have entered the correct email address. There is no way SSSH can determine if you have provided the correct email address for the other person, and MyChart automatically sends a message to the other person’s email address.

## **V. Security and Confidentiality of MyChart**

### ***Protecting Your Private Health Information and Risks:***

SSHS is committed to protecting the confidentiality of your health information, whether it is contained in MyChart or stored by SSHS in any other medium. We have detailed policies and procedures regarding access to medical records by SSHS's workforce. These policies conform to state and federal law and are designed to safeguard your privacy.

Firewalls, passwords, encryption and audit trails are used to protect your information. We keep a record of the time and date of access each time an authorized user accesses MyChart. Other security measures also protect information in MyChart. MyChart's website 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 have taken steps to make all information received from MyChart users as secure as possible against unauthorized access and use.

We offer secure messaging as a service to patients. Secure messaging can be a valuable communication tool, but it has certain risks. By agreeing to these Terms and Conditions you accept the risks and agree to the conditions of participation.

MyChart is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using 256 bit encryption. Keeping messages secure depends on two additional factors: 1) the secure message must reach the correct e-mail address, and 2) only the authorized individual must be able to access it. Only you can make sure these two conditions are present. We need you to be sure you enter your correct e-mail address when you sign up for MyChart, and to update your email address in the Settings option on MyChart if it ever changes.

You should frequently change your MyChart password. Protect your MyChart log-in information from anyone you do not want to access your account. If you think someone has inappropriately accessed your MyChart account please notify our Privacy Officer immediately at 781-624-8828. South Shore health System is committed to protecting your privacy, please click [here](#) if you would like to see our Notice of Privacy.

Even with these security measures, we cannot guarantee the confidentiality, security or integrity of information available on MyChart. We also cannot warrant the security of any information you transmit to us through online transactions, you do so at your own risk.

## **VI. Questions about MyChart**

If you have questions about MyChart, please call **MyChart Support at 781-261-4480**.

The MyChart Support direct phone line is checked during our hours of operation, which are 8 a.m. to 4 p.m. Monday through Friday.

Reasonable efforts will be made to respond to your call within one (1) business day. Response time may be longer if MyChart service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. You agree not to hold South Shore Health System in any way liable or responsible to you for any modification, suspension, or disruption of MyChart, including of your information in MyChart.

## **VII. User Representations and Obligations**

You represent and warrant that:

- You have read and understand and accept these Terms and Conditions.
- You are at least 18 years old and have the right to agree to these Terms and Conditions and will use MyChart as described in this document.
- Your use of MyChart will not infringe on any third party's personal rights.

You also agree:

- To use MyChart only for personal and family health and wellness reasons.
- That you are responsible for posting true, accurate and complete personal health information and you agree not to post or transmit any offensive materials from or related to this site. If you have granted anyone Proxy Access, you will ensure that you have correctly identified all Proxy Access users and that any information about you that you allow a Proxy user to provide is true, accurate and complete.
- You will not hold SSHS or its staff responsible for any untrue, outdated, or incomplete information about you in MyChart (including information about Proxy Access users).

- You will provide SSHS, and our third party service providers, with such information and materials, and access to your MyChart account, as we/they may reasonably require to provide you with MyChart services.

### **VIII. Patient Acknowledgement and Agreement**

By checking "I agree", I acknowledge that I have reviewed the complete MyChart Terms and Conditions and that I understand and agree to abide by all of the provisions of these Terms and Conditions, as they may be modified from time to time. I also understand the risks associated with using MyChart, including the possible compromise of protected health information. An example of such risks includes an encrypted e-mail being delivered to the wrong email address, because I did not update MyChart with my new email address or I provided the wrong email address for a Proxy. I understand that my individual MyChart account access may be terminated and disabled if I fail to follow the MyChart Terms and Conditions. I have had the opportunity to ask questions and have received answers to my satisfaction.