TERMS OF USE

The Hillcrest Family Health Center (HFHC) patient portal provides a secure private communications channel between you and your provider, online access to healthcare related information, your personal health record, and related products and services.

USE OF SITE

The use of this website and the services offered to you are subject to the terms and conditions herein. The patient portal services are only available to users who have been provided access by their providers. HFHC reserves the right to update or change the terms of use at any time for any reason. You may request an updated terms of use at any time.

USE OF SERVICES

- Please note that ONLINE COMMUNICATIONS SHOULD NEVER BE USED FOR EMERGENCY COMMUNICATIONS OF ANY KIND OR FOR URGENT REQUESTS. All patient emergencies should be addressed by calling 911. Urgent requests should be addressed over the telephone.

- Online communications will be used only for limited purposes. Online communications cannot be used for emergencies or time-sensitive matters. It should be used with caution. If there is other information that you don’t want transmitted via online communications, you must inform your provider.

- HFHC cannot be held responsible for any delays in online communication, transmittal or accuracy of information.

- Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determination if an unanswered online communication was not received.

- You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. HFHC is not responsible for breaches of confidentiality caused by you or and independent third party.
DISCLAIMER

- The services on the portal are provided on an “AS IS” and “AS AVAILABLE” basis and HFHC does not warrant any defects or inaccuracies will be corrected.

- HFHC does not make any express or implied warranties about the patient portal, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

- HFHC disclaims all warranties that the patient portal will meet your needs, or that they will be uninterrupted, timely, secure, or error-free. HFHC also makes no warranty that the services and products will be accurate, reliable or complete.

- You acknowledge that you understand and assume full responsibility for the risks associated with the use of the portal services and your use of the portal services is at your sole risk.

LIMITATION OF LIABILITY

- HFHC will not be liable to you or anyone else for any consequential, incidental, special or indirect damages (included but not limited to lost profits or damages that result from the use or loss of use of the patient portal and third party content, inconvenience or delay). This is true even if HFHC has been advised of the possibility of such damages or losses.

- HFHC will not be liable to you or anyone else for any loss resulting from a cause over which such HFHC does not have direct control. This includes failure of electronic or mechanical equipment or communications lines (including telephone, cable and internet), unauthorized access, viruses, theft, operator errors, severe or extraordinary weather (including flood, earthquake, or other act of God), fire, war, insurrection, terrorist act, riot, labor dispute and other labor problems, accident, emergency or action of the government.

INDEMNIFICATION

As a condition of your use of the patient portal, you agree to indemnify and hold HFHC and its providers harmless from and against any and all claims, losses, liability, costs and expenses (including but not limited to attorney’s fees) arising from your use of the patient portal or from your violation of these terms.

TERMINATION

HFHC may terminate your access to the patient portal at any time for any reason without prior notice.
ACCESS

Your signature below indicates your understanding of the above terms and conditions and that you wish to have online access to the patient portal. The email address listed below is the email in which you will receive patient portal notifications and you understand it is your responsibility to update us on changes to your email address.

TODAYS DATE:

EMAIL ADDRESS:

PRINTED NAME:

DATE OF BIRTH:

________________________________________
Signature (Patient/Parent/Guardian)

________________________________________
Printed name of Parent or Guardian

**Hillcrest Clinics Portal recommendations and notes** –

Most patients will want to have access to their medical history for many years to come. Please be sure to make note of the following items that will help you access your portal account in the future.

1. Within 48 hours, you will receive an email containing your username and password.
2. **Please do not change your username.**
3. It is recommended you change **JUST** your password.
4. Please set a custom security question once you are able to log into the portal.
5. We recommend you add the portal site to your favorites list in Internet Explorer to be able to locate it in the future.
6. Please make a note of your username and password then save the note in a secure location.
7. Because all patient data is being processed through a very high encryption level (to ensure the highest level of privacy and security), the portal site moves a little slower than a normal website. Please give links and web-pages time to load.