



## Terms and Conditions Statement

**This web site (“Site”) and related services are provided by Friend Family Health Center, Inc. (Friend Health) to its patients subject to compliance with the terms and conditions set forth below. Please read the following information carefully. Your continued use of this Site will indicate your agreement to be bound by the terms and conditions set forth below. If you do not agree to be bound by these terms and conditions, promptly exit this Site.**

### I. Privacy

Your privacy is of the utmost importance to us. Friend Health will use your confidential medical information to provide you health care services. Friend Health will, at all times, maintain your confidential medical information in strict confidence and will not disclose any information regarding you to any unaffiliated third party unless you authorize that person to receive your information or the information is permitted to be disclosed by law. Please review Friend Health’s Notice of Privacy Practices for a thorough description of how we gather, use and protect your confidential medical information. All messages sent and received within MyChart that contain medical information are subject to all state and federal laws governing the security and confidentiality of medical records.

### II. MyChart Features

#### A. Electronic Messaging

MyChart should never be used for urgent matters. The anticipated turnaround time for response to electronic messages is 2-3 business days. Therefore, for all urgent medical matters, please contact your physician’s office by phone, go to an emergency room, or dial 911.

If your provider is out of the office or unavailable, messages sent via MyChart may be routed to other authorized caregivers within Friend Health to facilitate a timely response to your request.

#### B. Secure Communications

All communication between you and Friend Health using MyChart occurs over a secure connection. You will receive Internet e-mail messages notifying you that new information is available in your MyChart account. These e-mail messages, however, will not contain any confidential medical information. All the confidential medical information available to you in MyChart is protected and securely maintained by Friend Health.

#### C. Access Code

When you enroll in MyChart, you will be provided with an access code. The access code you receive will give you the opportunity to create a personal login name (called “MyChart ID”) and a password. Once this access code has been used it will no longer be valid. It is extremely important that you keep your login name and password completely confidential. Anyone with access to your login name and password will be able to access your confidential medical information. That person will also be able to read your messages and send new messages as if they were you. It is your responsibility to prevent disclosure of your login and password, and to change your password if you feel that your security has been compromised. You may change your password at any time.



### **III. Information Does Not Constitute Medical Advice**

Friend Health assumes no responsibility for how you use the information you obtain from this Site. You should consult with a physician or other health care provider regarding your own condition and how this Site content may or may not apply to you.

You may be accessing your own medical information via the MyChart application and may wish to communicate with one of your health care providers about that or related information. If you have an emergency, or think you need to speak to someone urgently, please do not use the email communication options provided to you by MyChart. Neither MyChart nor any other application available through this Site is a substitute for appropriate and timely contact with your physician. This Site is not a substitute for consultation with your physician. You should never change or stop any course of treatment prescribed by your physician without first consulting him or her.

### **IV. Termination of Access**

Friend Health may restrict or terminate access to MyChart at any time. If access is restricted for planned maintenance of the MyChart system, every effort will be made to communicate downtime to all users in advance. However, there may be reasons to restrict access to MyChart without advance notice. If your use of MyChart violates these Terms and Conditions, Friend Health reserves the right to permanently terminate access to MyChart.

### **V. Restrictions on Use and Ownership**

All pages within this Site and any material made available for download are the property of Friend Health and/or its subsidiaries and affiliates. The content on the Site is provided for Friend Health and its patients only. The words "Friend Family Health Center", "Friend Health" and its associated corporate logo are the trademarks and service marks of Friend Family Health Center, Inc. All other trademarks, service marks, and logos used in this Site, including but not limited to MyChart and Epic, are the trademarks, service marks, or logos of their respective owners. Nothing on this Site should be construed as granting any license or right to use any trademark, service mark, or logo displayed on this Site without the express permission of Friend Health or the third party that may own the trademark, service mark, or logo.

### **VI. Accuracy and Integrity of Information**

Although Friend Health attempts to ensure the integrity of the Site, it makes no guarantees whatsoever as to the correctness or accuracy of the Site. It is possible that the Site could include typographical errors, inaccuracies or other errors. If an inaccuracy arises, please inform Friend Health so that it can be corrected. Information contained on the Site may be changed or updated without notice.

### **VII. Links to Other Sites**

Friend Health makes no representations whatsoever about any other web site that you may access through this site or any entity that may post its advertisements on this Site. When you access a non-Friend Health site, please be advised that it is independent from Friend Health, and that Friend Health has no control over the content on that web site. Friend Health does not endorse or accept



any responsibility for the content or use of any other linked site. If you decide to access any third-party sites linked to this Site, you do so entirely at your own risk.

#### **VIII. Use of Third-Party Services**

You may choose to use other services provided by third parties in conjunction with your use of MyChart. Such services may include, but are not limited to, translation services, location services, and other third-party offerings. Any links to such services are provided for your convenience only. Neither Epic nor Friend Health have control over the contents of these services, and neither Epic nor Friend Health accept any responsibility for them or for any loss or damage that may arise from your use of them. Such services may require you to submit your information to a third party, which may result in a copy of your information being used and/or stored by a third party. If you decide to access any such services in conjunction with your use of MyChart, you do so entirely at your own risk and subject to the terms and conditions of use for such services.