

Southeastern Ohio Regional Medical Center/Superior Med LLC Patient Portal Agreement

Southeastern Ohio Regional Medical Center/Superior Med LLC PATIENT PORTAL TERMS AND CONDITIONS

Southeastern Ohio Regional Medical Center and Superior Med LLC are pleased to provide you with the ability to access different parts of your medical record by using our Patient Portal Program (the "Patient Portal"). By utilizing Patient Portal you agree to the following terms and conditions. Please note that your failure to follow these terms and conditions can result in the termination of your account with Patient Portal.

ELIGIBILITY

In order to participate in Patient Portal, you must be 18 years of age or older. You must also be an active patient of Southeastern Ohio Regional Medical Center or a Superior Med LLC physician.

USE OF PATIENT PORTAL

By your request to participate in Patient Portal, you understand and agree to the following:

(a) Patient Portal is intended as a secure online means for you to access your confidential medical record information. Please note that if you share your Patient Portal user name and password with another person, this will allow that person to see your confidential medical record information. Southeastern Ohio Regional Medical Center/Superior Med LLC has no responsibility concerning any breach of your confidential medical record information due to your sharing or losing your user name and password.

(b) You must select a confidential password and maintain that password in a confidential and secure manner. If you believe that the confidentiality of your password has been compromised, you should change to a new password by following the procedures described in Patient Portal.

(c) Patient Portal is not meant to be used in any manner in the case of an emergency. If you should experience an emergency, you should immediately call 911 or go to your closest emergency room.

(d) You will use Patient Portal only as permitted and not attempt to harm or circumvent any of its security features or use Patient Portal for any purpose other than as described in this Agreement.

(e) Patient Portal is being provided to you as a convenience. Southeastern Ohio Regional Medical Center/Superior Med LLC has the right to terminate your Patient Portal access at any time for any reason. This can include cases where Southeastern Ohio Regional Medical Center/Superior Med LLC determines that it is not in your best interest to continue to have Patient Portal access.

(f) Participation in Patient Portal is entirely voluntary and you are not required to use Patient Portal to receive care from Southeastern Ohio Regional Medical Center/Superior Med LLC. Southeastern Ohio Regional Medical Center/Superior Med LLC will not condition its treatment of you on any requirement to participate in Patient Portal.

(g) Patient Portal provides access to different parts of your medical record, but not the complete medical record.

PROVISION OF SERVICES

(a) Southeastern Ohio Regional Medical Center/Superior Med LLC will use all efforts to keep Patient Portal free from error, but Southeastern Ohio Regional Medical Center/Superior Med LLC cannot guarantee the completeness, accuracy, or adequacy of Patient Portal information. Southeastern Ohio Regional Medical Center/Superior Med LLC cannot guarantee Patient Portal itself will be fault-free, but Southeastern Ohio Regional Medical Center/Superior Med LLC will attempt to correct reported faults in a reasonable time frame.

(b) Southeastern Ohio Regional Medical Center/Superior Med LLC reserves the right to change Patient Portal from time to time. Southeastern Ohio Regional Medical Center/Superior Med LLC may also suspend or terminate Patient Portal at any time.

PRIVACY

(a) Southeastern Ohio Regional Medical Center/Superior Med LLC is fully committed to complying with all federal and state laws and regulations concerning the confidentiality of medical record information. Our HIPAA Notice of Privacy Practices can be found at:

<http://www.seormc.org/privacy-policy.html>

(b) Southeastern Ohio Regional Medical Center/Superior Med LLC may use Patient Portal data without further authorization from you as part of Southeastern Ohio Regional Medical Center/Superior Med LLC educational activities and programs, and for research purposes so long as the information is de-identified and used in accordance with applicable state and federal regulations.

(c) Superior Med LLC patients who are users of Patient Portal should be aware that they will be notified via e-mail when there is new medical information to be viewed on Patient Portal. This means that any person with access to a patient's e-mail will be able to see this notification. Although no medical information will be sent, the notification that new medical information is available by accessing Patient Portal may be information that a patient would not want others to know. Thus, patients should take this into account when providing an e-mail address.

SECURITY

Patient Portal is protected using industry standard security measures. As a Patient Portal user, your role in maintaining the security of your medical information is: 1) Changing your password on a regular basis, and 2) Keeping your login ID and password confidential. Our security measures must rely on these access codes remaining confidential. We strongly recommend that you do not share these access codes and passwords with others. While the security measures will reasonably protect your information and use of Patient Portal, if you have any concerns regarding the security of your information or the use of the Internet to access your medical record information through Patient Portal, you should consider not creating a Patient Portal account.

QUESTIONS

The Site is provided by **Southeastern Ohio Regional Medical Center and Superior Med LLC**. If you have any questions, comments or complaints regarding this Agreement or the Site, you may contact us at healthportal@seormc.org.

DISCLAIMER

SOUTHEASTERN OHIO REGIONAL MEDICAL CENTER/SUPERIOR MED LLC WILL ATTEMPT TO PROVIDE PATIENT PORTAL WITHOUT INTERRUPTION, BUT ACCESS IS PROVIDED ON AN "AS IS AVAILABLE" BASIS. SOUTHEASTERN OHIO REGIONAL MEDICAL CENTER/SUPERIOR MED LLC DOES NOT GUARANTEE THAT YOU WILL BE ABLE TO ACCESS PATIENT PORTAL AT ANY TIME OF YOUR CHOOSING. SOUTHEASTERN OHIO REGIONAL MEDICAL CENTER/SUPERIOR MED LLC CANNOT GUARANTEE THAT PATIENT PORTAL WILL BE ERROR-FREE OR THAT USE OF PATIENT PORTAL WILL BE UNINTERRUPTED. SHOULD YOU HAVE CAUSE TO BELIEVE THAT YOUR INFORMATION ON PATIENT PORTAL IS NOT ACCURATE OR THAT THERE IS AN ERROR WITH PATIENT PORTAL, PLEASE CONTACT YOUR PHYSICIAN'S OFFICE IMMEDIATELY. SOUTHEASTERN OHIO REGIONAL MEDICAL CENTER/SUPERIOR MED LLC RESERVES THE RIGHT TO TERMINATE YOUR ACCESS TO PATIENT PORTAL AT ANY TIME WITHOUT CAUSE OR NOTICE.

YOU AGREE THAT SOUTHEASTERN OHIO REGIONAL MEDICAL CENTER/SUPERIOR MED LLC TAKES NO RESPONSIBILITY FOR AND DISCLAIMS ANY AND ALL LIABILITY ARISING FROM ANY UNAVAILABILITY, INACCURACIES OR DEFECTS IN THE INFORMATION, SOFTWARE, COMMUNICATION LINES, INTERNET OR YOUR INTERNET SERVICE PROVIDER ("ISP"), COMPUTER HARDWARE OR SOFTWARE, OR ANY OTHER SERVICE OR DEVICE THAT YOU USE TO ACCESS PATIENT PORTAL. ADDITIONALLY, YOU ARE RESPONSIBLE FOR PRINTING COPIES OF YOUR INFORMATION IF YOU WANT TO HAVE THE INFORMATION AVAILABLE IN THE EVENT THAT PATIENT PORTAL IS UNAVAILABLE.

Southeastern Ohio Regional Medical Center/Superior Med LLC may modify these terms and conditions, other terms and materials referenced in this document, Patient Portal, or the content of the Patient Portal website at any time. For this reason, you should review these terms and conditions on the website periodically.

The services and the content of Patient Portal are provided solely for your personal use. Republication, distribution, or use of Patient Portal that is inconsistent with the terms and conditions described herein is strictly prohibited.

These terms and conditions are governed by and will be interpreted in accordance with the laws of the State of Ohio.