



We think it is important for you to know how we handle information that we communicate via the Internet. This Terms & Conditions statement outlines our practices and our sensitivity to your right to privacy. We reserve the right to revoke access at any time for any reason.

- **Response to Electronic Communication** - Your provider will make its best effort to provide a timely response to electronic inquiries. In some cases, the clinic staff that needs to respond to an electronic inquiry or other communication may not be immediately available so a patient should allow at least three (3) business days for a response. Accordingly, **emergency situations requiring immediate attention should not be submitted electronically.**
- Furthermore, with respect to any electronic communications sent by the patient, we are only able to respond to such communications based on the information provided by the patient. If there is insufficient information provided, we will be unable to provide accurate and reliable services.
- **Web Site Links** - MyChart may offer links to related medical Web sites not managed by your provider or healthcare organization. These Web site link(s) are for a patient's informational purposes only. We do not endorse and have not verified the accuracy of the information in/on these Web sites, and the patient should not rely on any of the information found on the Web sites for purposes of treatment or diagnosis.
- **Minor Eligibility** - An individual must be age 12 or older to request a personal account. Parents or guardians of minor children (age 11 or less) may request access to the minor child's account by following the terms outlined in the "Proxy Access" section of this Terms and Conditions statement.
- **Proxy Access** - Patients 12 and older can give parents/guardians or other family members access to their health information in MyChart by allowing them to have proxy access. Patients can send a proxy invite to an individual's email address from MyChart. Once the individual accepts the invitation and the Proxy Terms and Conditions, they will be able to view the patient's MyChart account. Patients may also revoke an individual's proxy access to their MyChart account at any time from their account settings.
- Parents or guardians of minors age 0-11 may request proxy access to the minor child's full MyChart account by contacting the patient's doctor's office or the Clinical IT department of the hospital where the child was seen. Under State and Federal law, there are certain types of medical information that the parent or guardian of a minor patient age 12 or older may not view without consent of the minor patient. Because of these requirements, when a minor patient reaches age 12, the parent or guardian's proxy access to the child's health information will change to a limited version. With limited access, proxies will only be able to see the child's allergies, immunizations, Covid-19 test results, and will be able to schedule or request appointments. If the child agrees, this limited proxy access can be changed to full access by either the child sending a new proxy invite in MyChart or by requesting this change from the child's provider. Once the child turns 18, the parent/guardian proxy access will be revoked.
- Individuals age 18 or older may request proxy access to another individual's MyChart account by contacting the patient's doctor's office or hospital HIM department. When requesting proxy access, the requestor must complete the Proxy Access portion of the MyChart Consent Form and submit it to the office or HIM.
- Your healthcare provider reserves the right to revoke proxy access at any time for any reason.
- **SMS (Text Messages)** - The CHS texting program is a texting program offered by Covenant



HealthCare and their affiliate partners (Aspire Rural Health System, Mary Free Bed Rehabilitation Hospital, and Scheurer Health).

- Carriers are not liable for delayed or undelivered messages.
- Message and data rates may apply for any messages sent to you from us and to us from you. Message frequency may vary.
- **E-mail Privacy** - Patients who are users of MyChart should be aware that they will be notified via e-mail when there is new medical information to be viewed on MyChart. This means that any person with access to a patient's e-mail will be able to see this notification. This could include the patient's spouse, employer or anyone else that can access a patient's e-mail account. Although no private medical information will be sent, the notification that new medical information is available by accessing MyChart may be information that a patient would not want others to know. Thus, patients should take this into account when providing.
- **Security and Confidentiality** - We offer the same degree of confidentiality to medical information stored on MyChart as is given to medical information stored by your healthcare provider in any other medium. Your healthcare provider is committed to protecting the confidentiality of your medical information. We limit employees' access and ability to enter or view information based upon their role in your care. Firewalls, passwords, encryption, and audit trails are further used to safeguard your information. We shall identify the records released and note the time and date of access each time a patient accesses MyChart. We have taken steps to make all information received from our online visitors as secure as possible against unauthorized access and use.
- For other than general information viewing, MyChart must be accessed with a Secure Sockets Layer (SSL) compatible browser or terminal (Netscape or Internet Explorer versions 5.0 or greater). Our SSL web server uses authentication and offers the highest level of encryption technology commercially available (2048-bit RC4).
- You can tell when you are secure by looking at the location (URL) field. If the URL begins with https:// (instead of http://), the document comes from a secure server. This means your data cannot be read or deciphered by unauthorized individuals. You can tell whether you are truly connected by viewing the digital certificate. This certificate verifies the connection between the Covenant HealthCare server's public key and the server's identification.
- User names and passwords provide two layers of authentication and are stored in an encrypted database that is isolated from the Internet. As a MyChart 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.

Source: [MyChart Terms and Conditions | Covenant HealthCare](#)