



TERMS AND CONDITIONS

TERMS OF USE:

In accessing and utilizing the Compass Health Connection, you understand and agree to comply with the terms and conditions as outlined below:

- You agree that by giving Compass Medical your email address, you give Compass Medical permission to notify you by email that you have a secure message and to send related information via secure messaging to your Compass Health Connection inbox with the confidence of knowing that you may unsubscribe at any time (*see Termination of Access*).
- You understand that by accepting these Terms & Conditions all communications of lab results, imaging results, etc. will now be in electronic format sent to your Compass Health Connection account effective immediately.
- You understand that if you change your mind and want to unsubscribe, **even prior to logging into your account for the first time** you must contact Compass Medical to unsubscribe (*see Termination of Access*) to have your account deactivated so that your communications from your provider, lab results, imaging results etc., can be mailed to you.
- You understand that not only your provider, but other medical support staff of the practice may access your secure messages in order to properly address your needs.
- You understand that communication performed within the secure message feature will become part of your permanent medical record.
- Further, you understand that you will not have full access to your medical records through the Compass Health Connection.
- In choosing the Compass Health Connection as your preferred method of communication, you understand that this will be a primary source to receive correspondence regarding your Clinical Visit Summary or lab results.
- **The information available in the Compass Health Connection is a subset of information contained in the legal health record. If at any time information is needed for legal or other purposes and/or a full copy of the patient's medical records is needed, please contact the office directly.**

ACCESS:

- **Access:** At this time we are only offering the Compass Health Connection to individual patients ages 18 and older. In the future we will work to accommodate the portal for our pediatric population.
- **Consent/Login:** You will be emailed a username and password upon the review and completion of the Compass Health Connection Terms & Conditions and Access Form. Please be sure to check your spam/junk folder in your email. The patient will then need to go to <https://health.eclinicalworks.com/compassmedical> to complete registration.
- **Termination:** Access may be terminated upon written request from the patient or by Compass Medical at any time if it is deemed that the Compass Health Connection was/is used inappropriately.
- **Unusual Circumstances:** At the discretion of Compass Medical, guardians may be registered on behalf of the patient living or deceased to access the Compass Health Connection.

USER RESPONSIBILITIES:

In return for access to your Compass Health Connection, you agree **not** to:

1. Utilize the Compass Health Connection for messages requiring urgent or immediate attention. If you are experiencing symptoms that need urgent attention you are advised to contact the office during business hours or dial 911. Please note that there is the potential to have a delayed response which could be due to volume or technical component difficulties. If you need an immediate response, please contact your provider's office directly.
2. Transmit any electronic medical information that violates the rights or privacy of any party.
3. Use of the web portal in any way that violates local, state, or federal laws;
4. Transmit materials that are obscene, defamatory, abusive, slanderous, hateful, or otherwise likely to result in harm to others.

5. Intentionally distribute viruses or other harmful computer code or take any other action that could compromise the security of our computer system.

In return for access to your Compass Health Connection, you agree to:

1. Complete the appropriate Access Form, and once you have received a username and password, you agree to log on to the Compass Health Connection within 30 days to register your account.
2. Review your secure messages within your patient portal inbox as soon as feasible.

CONFIDENTIALITY & SECURITY

We understand the importance of privacy in regards to your healthcare, and will continue to strive to protect the privacy of your medical information. Our use and disclosure of medical information is described in our Notice of Privacy Practices.

In utilizing the Compass Health Connection and all its functionality, you understand that communication and clinical information will be transmitted securely through an encrypted connection. While Compass Medical works to provide a safe connection to host your personal health information, the internet is a forum in which intruders could prevail and Compass Medical has no control over. You hereby assume the risk of any unauthorized disclosures, intrusions, or corruption of the information transmitted in the use of the Compass Health Connection.

You agree that by giving Compass Medical your email address, you give Compass Medical permission to notify you by email that you have a secure message at your Compass Health Connection inbox. You will be given a username and temporary password which you will need to change when registering your Compass Health Connection account. In addition, you will be expected to create and answer security questions to validate your Compass Health Connection account. Please note that it is extremely important that you keep these items listed above confidential as anyone who has this information will have access to your medical information.

All state and federal statutes governing the confidentiality and security of medical records apply to the Compass Health Connection.

PROTECTING YOUR PRIVATE HEALTH INFORMATION AND RISKS

1. You will be solely accountable for protecting your username and password; therefore, it is your responsibility **not** to share your password with anyone in order to maintain the confidentiality of your medical record.
2. If you think that someone has learned your password, you should promptly contact your Primary Care Physician's Office.
3. We need you to ensure that we have your correct email address and you need to inform us if you ever change your email address. **Do NOT use a work email address, as this information might be available to your employer. Please note that Compass Medical Employees will not be allowed to utilize their work email.**
4. If at any time you forget your password and need it to be reset, you must currently answer the security questions you selected upon registering. If you cannot answer the security questions, you will need to contact your Physician's Office.

TERMINATION OF ACCESS

Access to the secure Compass Health Connection is an optional service, and we may suspend or terminate it at any time for any reason. If we do suspend or terminate the service, we will notify you as promptly as we reasonably can.

- You recognize that access can be terminated via written request by the patient, adult/legal guardian, or by court order.
- You recognize that access can be terminated by Compass Medical if it is determined that the Compass Health Connection is being misused.

LIMITATION OF LIABILITY

The Compass Health Connection website may offer some materials that are provided by third parties. Compass Medical shall not be held responsible for any such third party material. We disclaim any responsibility for or liability related to such third party material. Any questions, complaints, or claims related to any product should be directed to the appropriate third party.