

# GHCMyChart<sup>SM</sup>

## Terms & Conditions



### ➔ **Signing Up for GHCMyChart**

Sign up and use of GHCMyChart<sup>SM</sup> denotes your agreement to comply with these terms and conditions of use. If you do not agree with the terms and conditions, do not proceed with sign-up or use of this system.

### ➔ **What is GHCMyChart?**

GHCMyChart<sup>SM</sup> is a web-based version of our electronic record system that provides you with secure access to your health and insurance information. GHC-SCW is not required to offer our members GHCMyChart<sup>SM</sup>, but we do provide it as an added feature designed to enhance your care and treatment. GHCMyChart<sup>SM</sup> does not contain a complete copy of your medical or insurance record, and it does not replace or eliminate the need for you to contact GHC-SCW via telephone or in person. In some cases, you may still have to submit requests for information using conventional paper processes, such as when you request a copy of your medical record or if you are seeking certain test results not available, in accordance with GHC-SCW policy, for GHCMyChart<sup>SM</sup> or other electronic processes. Additionally, GHC-SCW may not be able to provide you with certain information due to the limitations of electronic technology available in this product.

### ➔ **Privacy of Your Information**

One of the most important fundamental principles that guide GHC-SCW's care, treatment and services, as well as in our selection of technology, is confidence and assurance that this sensitive information is collected, used, disclosed and transmitted in a private and secure manner. It matters to you, and it matters to GHC-SCW. You can be assured that your confidential health and insurance information is handled in accordance with all applicable federal and state laws governing these processes. Our Notice of Privacy Practices describes in detail your rights and GHC-SCW responsibilities as they relate to the processing of protected health information (PHI). One of the key provisions in the GHC-SCW Notice of Privacy Practices is clarification that your health and insurance information will be disclosed only as permitted in the Notice of Privacy Practices or with your written authorization.

# BETTER TOGETHER<sup>SM</sup>

Group Health Cooperative of South Central Wisconsin (GHC-SCW)  
MK18-44-0(6.18)FL

 **Group Health  
Cooperative**

of South Central Wisconsin

[ghcscw.com](http://ghcscw.com)

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## ➔ Security of Your Information

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## ➔ Communication in GHCMyChart

GHC-SCW may send you e-mail messages that contain information important to your personal health care and treatment. It is your responsibility to monitor these messages. You must provide GHC-SCW with a valid e-mail address and GHC-SCW may not be held responsible or liable for any loss, injury, claims or any other adverse effect resulting from your failure to read these messages in a timely manner. The anticipated turnaround time for a response to your electronic messages is three business days. GHCMyChart<sup>SM</sup> messages and information will be stored in your GHC-SCW medical record and accessed, reviewed and processed by any GHC-SCW employee involved in your care treatment, payment and health care operations. You are responsible for maintaining your user name and password since this information will be used to identify you in GHCMyChart<sup>SM</sup> and any inquiries or communications that you make will be verified with your identity at login.

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### → Termination of Access

I understand and acknowledge that my GHCMyChart<sup>SM</sup> access may be restricted or revoked at any time for any reason. Such circumstances include, but are not limited to:

- If I use profanity, false, discriminatory, illegal, offensive or otherwise inappropriate language or any implication of such, including but not limited to acronyms, abbreviations or an excessive number of messages
- If I use GHCMyChart<sup>SM</sup> for any reason unrelated to my health care and treatment
- If I violate or abuse any of these Terms and Conditions
- If a user's access to GHCMyChart is restricted or revoked for any reason, GHC-SCW will make every reasonable effort to notify the user but it is your responsibility to ensure continuity of care and treatment if there are outstanding issues being handled in GHCMyChart
- If a restriction or revocation is related to GHC-SCW receiving applicable information through another venue, such as court documentation or implementation of a policy unrelated to GHCMyChart, access may be revoked or restricted accordingly

### → GHCMyChart Hardware

I understand that GHCMyChart<sup>SM</sup> may not be available at times due to system failure, back-up protocols, maintenance or other factors outside of their control. Access is provided to me on an "as-is" basis and does not guarantee that I will be able to access GHCMyChart<sup>SM</sup> at all times. In the event of such circumstances, I understand that I may contact GHC-SCW by telephone or other appropriate means.

GHCMyChart equipment, devices and security mechanisms are provided for authorized use only and GHC-SCW will take appropriate steps to ensure that my use of GHCMyChart<sup>SM</sup> occurs in accordance with applicable state and federal laws and regulations. Unauthorized use of GHCMyChart<sup>SM</sup> may be subject to criminal prosecution, and its evidence may be used for follow-up action. Use of this system, authorized or unauthorized, constitutes my consent to monitoring of this system.

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### → **GHCMyChart<sup>SM</sup>**

GHCMyChart<sup>SM</sup> is not a complete copy of your medical record, and it should not be used as a substitute for ongoing care and treatment with your health care provider. The following points describe important clarifications that you must acknowledge and understand with respect to your use of GHCMyChart<sup>SM</sup>.

- I will not disregard or delay seeking immediate health care because of information obtained on this, or any, site. If I feel that I have a medical emergency, I will call 911 or seek personal attention from a health care provider immediately.
  - I understand that GHC-SCW may be unable to provide accurate and reliable services if the information I provide is incomplete or inaccurate.
  - I agree to use GHCMyChart<sup>SM</sup> appropriately, including management of only my personal health conditions .
  - I understand that any use of GHCMyChart<sup>SM</sup> on behalf of another person is potentially harmful and is a violation of the terms and conditions of the GHCMyChart<sup>SM</sup> Terms and Conditions.
- GHC-SCW strives to maintain the accuracy of this site but does not make any guarantee whatsoever as to its accuracy or correctness.
- I understand that my registration and use of GHCMyChart<sup>SM</sup> is based on representation on my identity as true and correct, and I hereby attest to the accuracy of the information I have provided.
  - I understand that GHCMyChart<sup>SM</sup> may offer links to related sites not managed by GHC-SCW. Such links are provided for informational purposes and GHC-SCW does not endorse or verify the accuracy of this information. I should not rely on this information for my health care and treatment.
  - I understand that GHCMyChart<sup>SM</sup> is available to me only as a GHC-SCW member under the ongoing care of a GHC-SCW Provider. If I am no longer a GHC-SCW member, I understand that I can maintain my account but no additional information will be added, and I will not be able to utilize its active features (i.e. communicating with a GHC-SCW Provider).
  - I understand that GHC-SCW assumes no responsibility and disclaims any and all liability arising from inaccuracies or defects in software, communication lines, virtual private networks, internet, my internet service provider, access system, computer hardware or software or any other service or device that I use to access GHCMyChartSM.
  - I understand that GHC-SCW may revise the information on GHCMyChart<sup>SM</sup> or otherwise modify the website without notice. GHC-SCW may also make improvements and changes in the products, features, or services described on the website at any time without notice.
  - I understand that GHC-SCW has no liability or consequential damage arising from a breach of information resulting from the sharing or compromise of my user ID or password, for the loss of any password, or for misuse of my password or other GHCMyChart<sup>SM</sup> privileges.

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