

TERMS AND CONDITIONS OF USE

You (the user) are being provided access to the MyChart information system through Lane Regional Medical Center. To access MyChart, the user must agree to be bound by the terms of this MyChart Licensing Agreement for the material and data contained in MyChart. If you do not agree to the terms of this Agreement, do not use MyChart.

MyChart Medical Record Access is an Internet application that enables a patient to have secure web-based access to portions of their electronic medical record, and allows a secure, convenient communications channel with their health care provider for non-urgent messages. Use of this service is optional.

When you initially 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 and a password. Once this access code has been used it will no longer be valid and you will subsequently need to use your personal login and password for future access to the system.

It is extremely important that you keep your login name and password completely confidential. Your login name and password are key to protecting the confidentiality of your information. It is your responsibility to keep your password confidential. It is only known by you and can be changed online at any time only by you. Your password is not known by anyone at your health care provider's office.

You can voluntarily disenroll from your use of MyChart Medical Record Access at any time by completing the appropriate online request to disenroll or by calling your physician's office.

Medical Information

Information on MyChart is provided without warranty of any kind and is meant for use only to support the patient's relationship with their current or future medical professional. User reliance on the material in MyChart is at your own risk. Please note the medical or health care information provided on MyChart is not a replacement for proper medical attention. **Contact your clinic, your physician/provider, or 911 services immediately if you are suffering from urgent medical issues.** The electronic record is the property of the clinic and the information displayed in MyChart may not be the complete medical record. Contact the appropriate Host Site directly for official copies

of your medical record or in regard to discrepancies with the medical information listed in your record.

The Host Sites place considerable emphasis on the privacy of patient information and their compliance with State and Federal Privacy Laws. MyChart is configured to be secure from unauthorized access, but the Host Sites cannot be held responsible for:

1. Absolute security of all electronic communication transmissions between patient and clinic;
2. Unauthorized disclosure resulting from a user not logging out of an active session;
3. Unauthorized disclosure resulting from a lost or stolen user ID and password;
4. Unauthorized disclosure resulting from information printed by the user from MyChart;
5. Unauthorized disclosure resulting from personal computer settings or installed software products that may compromise information security; or
6. Similar events outside the substantial control of the Host Sites.

Available Services

At this time, we anticipate that the MyChart web portal will provide the following services:

1. Ability to review, make, or cancel appointments;
2. Ability to view selected portions of your medical record such as allergies, medications, histories, problem list, and recent visit information;
3. Unauthorized disclosure resulting from voluntary or self-disclosure of a user ID and password;
4. Ability to receive selected lab results;
5. Request prescription refills; or
6. Other services as may be added.

Appropriate Use

Access to the MyChart system is granted to users for the purpose of furthering their medical care. Use of the system unrelated to this purpose may result in the suspension or termination of access privileges. Improper activities include, but are not limited to, the use of inappropriate or abusive language, reserving appointment times that are not needed or are frequently cancelled, attempting inappropriate access of secure information, inappropriate messaging with a physician/provider, and other

activities that are deemed to cause a disruption to the Host Sites operations or security of the system in the sole discretion of the Host Sites. You will be notified if we suspend or terminate your MyChart online access due to improper activities or a violation of these terms and conditions of use.

Other Terms

The Host Sites shall not be liable for any damages suffered by the user or other third parties related to, directly or indirectly, the material and information contained in MyChart. In no circumstances will the Host Sites be liable to the user or any other person for direct, indirect, special, incidental or consequential damages of any type, even if informed of the possibility of such damages. The Host Sites cannot guarantee access to the MyChart system and are not liable for the user's inability to access or view the information contained on the site.

By downloading or viewing the information on MyChart, the user agrees to hold the Host Sites harmless and indemnify them against any damages, claims, or other claims asserted against the Host Sites arising out of, or in any way connected with, the user's utilization of MyChart or the information contained therein.

This Agreement shall be governed by the laws of the State of Louisiana and any dispute arising hereunder must be submitted to binding arbitration in Baton Rouge, Louisiana, pursuant to the Commercial Arbitration Rules of the American Arbitration Association .

MyChart information and the logos, icons, and other marks shown or referenced within are reserved by the Host Sites and are protected by copyright and trademark law. The user may not reproduce such information without the prior written consent of the Host Sites.

This Agreement contains the entire agreement between the parties with respect to the subject matter contained herein and it shall not be modified or amended except by signed written instrument. The terms of this Agreement may be changed at any time in the discretion of the Host Sites and updated terms will be posted on the MyChart website and mobile app for user access.