

## **JOHNS HOPKINS ARAMCO HEALTHCARE MYCHART**

### **Terms and Conditions**

Johns Hopkins Aramco Healthcare MyChart ("JHAH MyChart") is an Internet application that enables patients and/or their proxies to have secure web-based access to information from the patient's JHAH healthcare records, to communicate with the patient's JHAH healthcare providers, and to schedule clinical services/appointments.

**Authorized users.** You can register to use JHAH MyChart if you are:

- 1) A competent adult JHAH patient. Adult means age 18 or over. An adult is presumed competent unless otherwise determined by JHAH clinical staff.
- 2) Proxy: The father or mother of a minor JHAH patient, unless otherwise determined by JHAH Medical Liaison Office. Your access to the child's MyChart account will automatically end when he or she turns 18 years old.
- 3) Proxy: A proxy appointed by a competent adult JHAH patient. The patient may make or revoke the appointment online (through the patient's own MyChart account).

BY CLICKING "ACCEPT" BELOW, YOU SIGNIFY YOU ARE AN AUTHORIZED USER FOR THE RELEVANT PATIENT AND THAT YOU AGREE TO THESE TERMS AND CONDITIONS INCLUDING THE JHAH CONSENT TO GENERAL TREATMENT. IF YOU ARE NOT AN AUTHORIZED USER OR DO NOT AGREE TO THESE TERMS AND CONDITIONS INCLUDING THE JHAH CONSENT TO GENERAL TREATMENT, DO NOT CLICK "ACCEPT".

**Revisions to Terms and Conditions.** JHAH may revise the information on this website or otherwise change or update the website, including the JHAH MyChart scope of service and these Terms and Conditions, without notice to you. You are encouraged periodically to read these Terms and Conditions to see if there have been any changes that may affect you. Your continued use of JHAH MyChart will signify your continued agreement to these Terms and Conditions as they may be revised.

**Termination.** You are not required to utilize JHAH MyChart and may discontinue usage at any time. This is your sole remedy in relation to JHAH MyChart. JHAH may terminate your access to JHAH MyChart at any time, with or without cause, and without prior notice.

**JHAH MyChart Scope of Services.** The scope of services currently available is as follows (but may change from time to time):

JHAH MyChart Services	Competent Adult Patient	Proxies	
		Full Access	Limited Access
<b><u>Access</u></b> Appoint (and revoke an appointment of) a patient-appointed proxy for Full Access or Limited Access.	✓		
Edit personal information such as email and phone number, change the password that they use to log in to MyChart.	✓	✓	
<b><u>Appointments/visits</u></b> View the patient's upcoming and past appointments, schedule and cancel appointments. View hospital visits information concerning their hospital stays such as the Discharge Summary and patient education materials.	✓	✓	✓
<b><u>History</u></b> View patient's medical, surgical, family, and social history. Access and answer history questionnaires made available to patient on the appointment.	✓	✓	
<b><u>Health Issues</u></b> View a list of the current health issues.	✓	✓	
<b><u>Heath Reminders</u></b> View the recommended/ necessary procedures that are listed in the preventive care page.	✓	✓	✓
<b><u>Immunizations</u></b> View patient's immunization and when they were administered.	✓	✓	✓
<b><u>Messages</u></b> Access the <i>Inbox</i> and read messages that have been sent to patient by the facility and reply to them. Access the <i>Outbox</i> and view the sent messages.	✓	✓	
<b><u>Labs</u></b> View the list of labs that have been performed for the patient and the results. View the lab results in graphical and tabular form.	✓	✓	
<b><u>Letters</u></b>	✓	✓	

View letters attached to patient medical records.			
<b><u>Medications</u></b>	✓	✓	✓
View the medications that patient is currently taking			
Request a refill	✓	✓	✓
Request medication updates (medications to be added or removed)	✓	✓	
<b><u>Allergies</u></b>	✓	✓	✓
View Allergies.			
Enter information about allergy history.	✓	✓	
Request allergy updates (allergies to be added or removed)	✓	✓	
<b><u>Providers</u></b>	✓	✓	✓
View information concerning a provider, and search for a provider by provider name, department, and specialty.			
<b><u>MyChart Video Visits</u></b>	✓	✓	
Visit with JHAH healthcare providers via MyChart-enabled video and audio link (see special terms and conditions below)			
<b><u>Share Everywhere</u></b>	✓	✓	
Grant temporary, one-time access of medical record to any provider anywhere, including non-Epic EHR hospitals			
<b><u>Happy Together</u></b>	✓	✓	
View information from all Epic organizations where care is received even if there is no active MyChart account at each one			
<b><u>Document Center</u></b>	✓	✓	
Visit Records			
Requested Records	✓	✓	
My Documents	✓	✓	
Who's Accessed My Record?	✓	✓	
<b><u>Release of Medical Information Request</u></b>	✓	✓	
Request a copy of medical record such as Medical Summary, Reports, CDs, etc.			
<b><u>Family Access Request</u></b>		✓	
Request access to child's healthcare information thru MyChart			

<b><u>Care Companion (To Do)</u></b>			
Interactive, highly individualized plan of care delivered to at-risk patients	✓	✓	
<b><u>Miscellaneous</u></b>			
Personalize MyChart such as change the color scheme and nickname that appears for the patient.	✓	✓	✓
Access Wallet Card feature, which allows patient to enter information concerning the medical and personal history and print it out on a wallet-sized card.	✓	✓	
Add a dependent to a coverage, view scans associated with test results, download visit summary, upload and change personal photo's, and view "My conditions" list.	✓	✓	

**Communicating Sensitive Information.** JHAH MyChart enables you to send requests, questions and other communications regarding the patient's medical record information electronically to the patient's JHAH healthcare providers, to be routed to an appropriate recipient. The routing may result in persons other than the ultimate recipient reviewing the patient's medical record information as required to address the request, question, or communication. IF YOUR REQUEST, QUESTION, OR COMMUNICATION CONTAINS SENSITIVE INFORMATION THAT YOU WANT SHARED ONLY WITH A PARTICULAR JHAH RECIPIENT, YOU SHOULD CONTACT HIM OR HER DIRECTLY AND NOT THROUGH JHAH MYCHART.

**Email and Privacy.** You will be notified by email when there is new medical information to be viewed on JHAH MyChart. Notifications may include but are not limited to provider messages, test results, prescription renewals, letters, questionnaires, after-visit summaries and appointment status and reminders. Any person with access to your email will be able to see these notifications. This could include your spouse, employer or anyone else who can access the email account. Although no private medical information will be sent, the notification that new medical information is available by accessing JHAH MyChart may be information that you or the patient would not want others to know. You should take this into account when providing an email address and sharing any information required to access it. By accepting these Terms and Conditions and continuing to use this site, you agree to receive essential communications by email.

**Messages from JHAH through JHAH MyChart.** Communications from a patient's JHAH healthcare providers via JHAH MyChart will contain important information, and may be the only way the patient's JHAH healthcare providers communicate it to Authorized User(s). Therefore, it is important for you to monitor regularly your message inbox in JHAH MyChart and personal email for message notifications.

**Urgent Matters; Emergencies.** The average turnaround time for JHAH responding to your requests for information submitted through JHAH MyChart is expected to be two to three business days. Therefore, communications via JHAH MyChart for urgent matters may not be appropriate if a quicker response time is needed. In those circumstances, you should contact the patient's personal healthcare provider directly. **IN EMERGENCIES, PLEASE DIAL 911.**

**MyChart Video Visits.** You may opt out of a MyChart video visit at any time. Your MyChart Video Visit may be recorded for quality assurance purposes. If recorded, the record is subject to JHAH's Patient Privacy Policy.

**Service Availability.** JHAH MyChart may not be available at all times due to system maintenance, outages, or other issues beyond the control of JHAH. You may continue to use alternative methods of communication for contacting your JHAH healthcare providers at any time, regardless of whether JHAH MyChart is available.

**Security Considerations.** Information from the patient's medical record that is accessible through JHAH MyChart is intended for Authorized User access only. You will have a unique username and password which will provide you with such access, which are crucial to protecting the security of such medical record information. Therefore, YOUR USERNAME AND PASSWORD SHOULD NOT BE SHARED WITH ANYONE. If you believe your password has been compromised, you may change it anytime through JHAH MyChart.

JHAH will utilize certain security measures such as verification of identify through the use of specific activation codes. However, ONCE YOU ACCESS THE PATIENT'S MEDICAL INFORMATION THROUGH JHAH MYCHART, YOU ARE SOLELY RESPONSIBLE FOR MAINTAINING THE SECURITY OF SUCH INFORMATION ON YOUR END AS WELL AS THE INFORMATION REQUIRED TO ACCESS IT (I.E., USERNAME AND PASSWORD). YOU ARE RESPONSIBLE FOR THE RESULTS OR CONSEQUENCES OF YOUR COMMUNICATIONS REGARDING, OR THE SHARING OF, INFORMATION ACCESSED VIA JHAH MYCHART.

**JHAH Consent to General Treatment.** The following terms apply whenever you or a minor patient for whom you are a proxy comes to JHAH for healthcare services. In this Consent to General Treatment, "you" refers to you personally or as proxy for a minor patient, as the case may be.

1. You have come to JHAH for care and treatment. You ask JHAH health care professionals to provide care and treatment for you as they feel is necessary. You consent to undergoing routine tests and treatment as part of this care. You understand that you are free to ask any member of your health care team questions about any care, treatment or medicine you are to receive.

2. You have been provided with a copy of Patient and Family Rights and Responsibilities; of the JHAH Patient Privacy Policy (which describes how and where patient data may be used and sent); and have been informed that you will be provided with a copy of Consent for Procedures

or Surgery (which describes under which circumstances, and for which procedures, you will be requested to give additional consent).

3. You understand that JHAH is a teaching and training medical establishment and as such there are students and qualified doctors in further training who are always working under the supervision of a JHAH fully qualified employee. Your preference and personal verbal agreement will be sought before any employee in training participates in your care and treatment.

4. You are aware that the practice of medicine and surgery is not an exact science, and you acknowledge that no guarantees have been made to you regarding the results of treatment or examination in the JHAH facility and/or Medical Designated facility (MDF) where you (or the named patient) is to be treated.

5. You understand and agree that, as a condition to admission, you (or the named patient) must leave JHAH without delay when, in the opinion of the attending clinician, hospitalization is no longer required. You further agree that, if the attending clinician determines that a transfer to another room, ward, or other medical facility is necessary to serve the needs and interests of the patient or the JHAH facility (or MDF, as appropriate), you will accept such a transfer or transfers.

6. You hereby further understand that if you fail to abide by the obligations as stated in paragraph 5 above, your (or your dependent's) stay in the hospital is considered unauthorized and you will be responsible for any associated costs for such unauthorized stay.

7. You acknowledge that you are responsible to pay the third party payer copayments at the point of service.

8. You shall be responsible for accrued expenses that are partially paid or uncovered by the third party payer.

9. You understand that you may request expected treatment costs prior to receiving the planned treatment.

10. You understand and agree that, should you (or your dependent's or the named patient) require emergency treatment, JHAH shall provide the necessary emergency treatment and upon discharge you shall be responsible for payment of the emergency treatment.

11. You understand and agree that valuables, money and personal items must be stored in the safe box located in Admission and Discharge or returned home. JHAH will not be held responsible for any valuables (including mobile phones) kept on the ward by you or your dependents. You are aware that the use of mobile telephones is not permitted in some areas of the facility, and you will turn off my phone when requested.

12. You hereby agree that, upon discharge, you will arrange for transportation for yourself (or the named patient).

13. You permit JHAH staff to use moving and handling aids (including mechanical equipment) to assist if you (or the named patient) are unable to mobilize independently.

14. You certify that you have read, or had read to you, and fully understand, the above authorization and agreement.

Legal Disclaimers.

YOU ACKNOWLEDGE THAT EXCEPT FOR MYCHART VIDEO VISITS, JHAH MYCHART SHALL NOT BE USED TO MAKE HEALTHCARE DECISIONS OR DIAGNOSIS

YOU ACKNOWLEDGE THAT JHAH SHALL NOT BE LIABLE FOR ANY PERSONAL INJURY, INCLUDING DEATH, ARISING FROM YOUR USE OR MISUSE OF JHAH MYCHART OR ANY INFORMATION OR CONTENT THEREIN.

JHAH DOES NOT GUARANTEE THAT USE OF JHAH MYCHART WILL BE FREE FROM UNAVAILABILITY OF INFORMATION, DOWNTIME, SERVICE DISRUPTIONS, INTENTIONAL OR INADVERTENT INTRUSIONS, VIRUSES OR WORMS OR OTHER MECHANISMS THAT MAY ATTACK YOUR COMPUTER. YOU ACKNOWLEDGE THAT YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR COMPUTER HAS ADEQUATE PROTECTIONS AGAINST ANY OF THE FOREGOING. IN ADDITION, YOU ACKNOWLEDGE THAT YOUR INFORMATION WILL BE TRANSMITTED OVER THE INTERNET AND THAT THERE IS NO GUARANTEE OF ACCURACY OR SECURITY.

JHAH EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES CONCERNING JHAH MYCHART, AND PROVIDES THE SAME ONLY ON AN "AS IS" AND "AS AVAILABLE" BASIS, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND/OR FITNESS FOR ANY PARTICULAR PURPOSE, AND WARRANTIES OF PERFORMANCE, AND ANY WARRANTY THAT MIGHT OTHERWISE ARISE FROM COURSE OF DEALING OR USAGE OF TRADE.

JHAH TAKES NO RESPONSIBILITY FOR, AND DISCLAIMS LIABILITY FROM, ANY RESULTS OR CONSEQUENCES FROM YOUR INTENTIONAL OR UNINTENTIONAL SHARING OF, PROVISION OF ACCESS TO, OR DISCLOSURE OF YOUR USERNAME, PASSWORD, ACTIVATION CODE OR MEDICAL RECORD INFORMATION AVAILABLE THROUGH JHAH MYCHART, OR FROM YOUR FAILURE TO READ MESSAGES IN A TIMELY MANNER.

UNDER NO CIRCUMSTANCES SHALL JHAH BE LIABLE FOR INCIDENTAL, SPECIAL, INDIRECT, DIRECT OR CONSEQUENTIAL DAMAGES OR LOSS OF PROFITS, INTERRUPTION OF BUSINESS, OR RELATED EXPENSES WHICH MAY ARISE FROM YOUR USE OF OR INABILITY TO USE JHAH MYCHART, INCLUDING, BUT NOT LIMITED TO,

THOSE RESULTING FROM DEFECTS IN SOFTWARE, COMMUNICATION LINES, VIRTUAL PRIVATE NETWORKS, THE INTERNET, OR YOUR INTERNET SERVICE PROVIDER, ACCESS SYSTEM COMPUTER HARDWARE OR SOFTWARE OR OTHER SERVICE OR DEVICE THAT IS USED TO ACCESS JHAH MYCHART AND/OR DOCUMENTATION, OR LOSS OR INACCURACY OF DATA OF ANY KIND, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT JHAH IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Governing Law. This Agreement shall be governed by and interpreted in accordance with the laws of the Kingdom of Saudi Arabia excluding any choice of law rules which would refer the matter to the laws of another jurisdiction. The courts of the Kingdom of Saudi Arabia will have exclusive jurisdiction to settle any disputes or claims that may arise out of or in connection with these Terms and Conditions, for which purpose both JHAH and you agree to submit to such jurisdiction.