



The NOHN Patient Health Portal is your website connection to the clinic. The providers at North Olympic Healthcare Network are excited to offer this service to all their patients. It is easy to use. All communications are secure and HIPAA compliant. All you need is an internet connection and an e-mail address.¹

What can I do with this new service?

Access and view parts of your chart. <ul style="list-style-type: none">• Problem lists• Medication list• Allergies
Receive test results in real time.
Request appointments on-line.
Verify or check appointment dates and times.
Messaging to your Healthcare team.
And more...

Once your account is activated, you can visit the Patient Health Portal from the www.NOHN-PA.org website.

(After returning your completed form, please allow 72 hours for your Patient Health Portal account activation to be processed.)

What we need to activate your Patient Health Portal: (Please fill out the following information *including the last page* and return it to the clinic.)

Print your name: _____

Print your current address: ⁽¹⁾ _____

Your date of birth: ⁽¹⁾ _____

Your phone number: ⁽¹⁾ _____

Print your current email address: ⁽¹⁾ _____

Print a security question: ⁽²⁾ _____

Print your security question answer: ⁽³⁾ _____

1. All personal information is held in the strictest confidence, and is not released to anyone without your authorization.
2. Your security question and answer are only used if you forget your password.
3. Your security question answer is CASE sensitive, and will be entered **exactly** as it is written on this page.

North Olympic Healthcare Network - Patient Health Portal Agreement

You must agree to this “Patient Health Portal Agreement” (“Agreement” or “Terms and Conditions”) before you use the Patient Health Portal. Please read the terms of the Agreement as described below:

These Terms and Conditions constitute a binding agreement between the user (“you”) and North Olympic Healthcare Network, its physicians, employees, contractors, affiliates, subsidiaries, owners, officers and directors, and agents (together hereinafter “NOHN”). By agreeing to these Terms and Conditions, you acknowledge that you are at least 18 years of age, or legally emancipated, and that you are requesting access to portions of your personal health information and the ability to communicate with your NOHN health care team via the Internet using an electronic application called the Patient Health Portal. You acknowledge that the (tier one) Patient Health Portal is offered as a courtesy to NOHN’s patients in order to allow you to view your personal medical information and/or to send private messages to and from your health care provider and agree that NOHN may limit or discontinue your use of the Patient Health Portal at any time for any reason.

By signing this Agreement you agree to the following rules for utilizing the Patient Health Portal from NOHN:

- I understand that the Patient Health Portal is NOT to be used for urgent or emergency medical care situations. In the event of a medical emergency I will call for local 911 services, or go directly to the emergency room.
- I understand that it may take up to 72 hours to receive a response to an email request that I send. I understand that IF I do NOT receive a response within 72 hours I will contact NOHN via telephone at (360) 452-7891.
- The individual Patient Health Portal username and password you choose when you first login to the Patient Health Portal are the keys to protecting the confidentiality of your information. You are responsible for remembering your Patient Health Portal username and password and for keeping them confidential. We strongly suggest writing down your Patient Health Portal username and password and keeping them in a safe place for future reference. Anyone with access to your Patient Health Portal username and password will be able to view your personal medical information and communicate with your health care team as if that person were you. It is your responsibility to prevent disclosure of your username and password and change your password if you feel that your security has been compromised. You can change your password online at any time. You are solely responsible for any sharing of NOHN content that you intentionally or unintentionally communicate to others.
- You may request a Patient Health Portal account for yourself, for your minor children, and any other person who has given you **written** authority (a “Proxy”). If you are accessing or establishing this patient portal account for a minor child between the ages of 13 and 18 years of age, an Authorization for Disclosure must be completed **by the minor** and filed with the NOHN clinic office PRIOR to access. ([The form can be downloaded from this link](#). Complete form address is also at the end of this document.) You may not request or access a Patient Health Portal account for anyone else. By accepting these Terms and Conditions, you certify that you are authorized to open or access the account you are requesting and that all information you have provided to NOHN is true and correct to the best of your knowledge. You further agree that in the event you request a Patient Health Portal account or information on behalf of a Proxy you will be required to provide documentation of your authority (for example, a durable healthcare power of attorney) before you can receive an access code to complete registration or access that person’s health information.
- You MUST provide NOHN with your current email address to activate a Patient Health Portal account. Once your account is activated you will need to keep your email address current to ensure that you receive notification of newly released information in a timely manner.
- All communications between you and your NOHN healthcare team using the Patient Health Portal are sent over a secure, encrypted connection directly into the NOHN electronic medical record. While you may receive Internet e-mail messages notifying you of new messages in your Patient Health Portal Inbox, these e-mails will not contain any personal health information. It is your responsibility to login to your Patient Health Portal account and read the messages promptly.
- I understand that providers and staff at NOHN may use the Patient Health Portal to communicate lab and test results to me, and I accept this method of communication.
- I understand that I should remember to log out and close my internet browser each time I finish accessing password-protected Patient Health Portal services. This will prevent someone else from accessing my personal medical information if I leave, share, or use a public computer or unsecured wireless network: e.g.; internet café, library, kiosk, etc.
- While NOHN uses state-of-the-art security, no system can guard against risks of intentional intrusion or inadvertent disclosure of information. When using the Patient Health Portal, information will be transmitted over a medium that is

beyond the control of NOHN and its contractors. YOU HEREBY EXPRESSLY ASSUME THE RISK OF ANY UNAUTHORIZED DISCLOSURE OR INTENTIONAL INTRUSION, OR OF ANY DELAY, FAILURE, INTERRUPTION OR CORRUPTION OF DATA OR OTHER INFORMATION TRANSMITTED IN CONNECTION WITH THE USE OF THIS SERVICE. Once information is received by us, your medical information will be treated as confidential and given the same protection that all other NOHN medical records are given.

- By using the Patient Health Portal, you acknowledge and agree that this messaging service is intended to facilitate dialogue regarding personal health matters. You agree not to use the Patient Health Portal to post or send or post any illicit or offensive material.
- I understand that messages will be routed to the appropriate department as necessary for handling, and therefore NOHN employees, other than your healthcare provider (physician, nurse practitioner and/or physician's assistant), may be involved in addressing your request. If your physician is out of the office or unavailable to respond, messages sent via the Patient Health Portal may be routed to other authorized healthcare providers within NOHN to facilitate a timely response to your request. Therefore use of the Patient Health Portal may not be appropriate if there is sensitive information that you want to discuss directly with your healthcare provider.
- I understand that the NOHN healthcare team may send me messages, test results, and other communications via the Patient Health Portal as authorized in the sole discretion of my physician. These messages may contain information important to my health and medical care. It is my responsibility to monitor these messages. By entering my valid and functional e-mail address at registration, I have enabled NOHN to notify me of messages sent to my Patient Health Portal Inbox.
- NOHN shall not be liable for any loss, injury, illness, damages, or claims of any kind resulting from your failure to timely read messages you may receive through the Patient Health Portal.
- You may discontinue your use of the Patient Health Portal at anytime by deactivating your account.
- NOHN reserves the right, in its sole discretion, to limit or discontinue your use of the Patient Health Portal at any time and for any reason, including but not limited to your use of the Patient Health Portal on behalf of another person. You will be notified if your Patient Health Portal service is discontinued.
- As we provide your healthcare, we are required to maintain documentation of your medical history, current conditions, treatment plan and all treatments given, including the results of all tests, procedures and therapies. The Patient Health Portal is an Internet application that enables a patient to have secured Web-based access to personal clinical information, as released by the treating physician, and allows secure electronic messaging with participating NOHN physicians. By using the Patient Health Portal, you understand that not all of your NOHN medical record will be accessible through your Patient Health Portal account. Posting of information to your Patient Health Portal account is at the sole discretion of your individual physician(s).
- Messages you send or receive via the Patient Health Portal may become part of your permanent medical record at the sole discretion of your physician. If such messages are made part of your permanent medical record, they will be accessible to current and future NOHN staff members who are involved with your care.
- All NOHN-generated electronic medical records are subject to state and federal regulations governing the security and confidentiality of medical records.
- All content included in the Patient Health Portal and on all NOHN web sites, including, but not limited to, text, photographs, graphics, button icons, images, artwork, names, logos, trademarks, service marks and data ("content"), in any form are protected by U.S. and international copyright law and conventions. The content includes both content owned or controlled by NOHN, its subsidiaries or affiliates as well as content owned or controlled by third parties and licensed to NOHN. Reproduction of any content, in whole or in part, by any means, is prohibited without the express written consent of NOHN.
- NOHN grants a limited license to each user to make personal use only of the Web site and the associated services in accordance with these terms and conditions of use. This license expressly excludes, without limitation, any reproduction, duplication, sale, resale or other commercial use of the Web site and the associated services, making any derivative of the Web site or the associated services, the collection and use of user email addresses or other user information, including, without limitation, health information or any data extraction or data mining whatsoever.
- NOHN's Privacy Statement. NOHN is committed to protecting the privacy of the information you send and receive through the Patient Health Portal. This Privacy Statement applies to the Patient Health Portal and governs data collection and usage. By using Patient Health Portal, you consent to all terms and conditions described in this Privacy Statement.

- This Web site and the Patient Health Portal may contain links to Web sites operated by other parties which might have information on health topics of interest to you. Any such links are provided for your general information and education only, and should NOT be relied upon for personal diagnosis or treatment. NOHN does not sponsor or endorse any of these sites, nor does NOHN make any guarantee, warranty or representation regarding the accuracy of the information contained on the Web sites. NOHN has no control over the security or privacy practices of these external Web sites. Use of other sites is strictly at your own risk including, but not limited to, any risks associated with destructive viruses. You are responsible for viewing and abiding by the terms and conditions of use and the privacy statements of the other Web sites.
- Failure to comply with any of the Terms and Conditions contained herein may result in revocation of a user's license and cancellation of a user's Patient Health Portal account including the right to access information through Patient Health Portal on behalf of any proxies. NOHN reserves the right to report violations of law to appropriate law enforcement agencies and to pursue all other rights and remedies available to it under civil or criminal law.
- I understand that the Terms and Conditions of this disclaimer and user Agreement may change periodically. Such modifications will take effect immediately upon the posting to the NOHN website. I understand that I should review this Agreement routinely for changes and modifications.
- I hereby agree to indemnify, defend, and hold harmless NOHN, its physicians, employees, contractors, affiliates, subsidiaries, owners, officers and directors, and agents from and against all actions, claims, suits, demands, damages, judgments, losses and any other costs, liabilities and expenses, including reasonable attorneys fees and collections cost arising from any act, error, or omissions of NOHN and the provision of or failure to provide any of the services within the scope of the Patient Health Portal duties as outlined in the Agreement, included but not limited to, advisory and consulting services.
- I understand that my access to the Patient Health Portal will be monitored through log on audit.
- I understand that this Agreement is designed to, and by express agreement between the parties, does in fact reach as far as Washington law permits.
- By using NOHN's web site including but not limited to the Patient Health Portal, you agree that the laws of the state of Washington, without regard to principles of conflict of laws, will govern these Terms and Conditions of Use and any dispute that might arise between you and NOHN its physicians, employees, contractors, affiliates, subsidiaries, owners, officers and directors, and agents (together "NOHN"). You expressly agree that exclusive jurisdiction for any dispute with NOHN resides in the courts of Washington and you further agree and expressly consent to the exercise of personal jurisdiction in the courts of Washington in connection with any claim involving NOHN. Use of NOHN's Web site is unauthorized in any jurisdiction that does not give effect to the Terms and Conditions set forth herein.

By signing, I understand and agree to all the Terms and Conditions in this Agreement. The invalidity of any provision(s) or portions of the provision(s) of this Agreement shall not affect any other provision(s) or portions thereof. In the event that one or more provisions (or portions thereof) of this Agreement are declared legally invalid, the remainder of this Agreement shall remain in force and affect. Changes in the law affecting this Agreement shall be deemed incorporated upon their effective date. I understand that the availability and functionality of the Patient Health Portal may change without prior notice. I understand and agree to not hold NOHN, nor its physicians, employees, contractors, affiliates, subsidiaries, owners, officers and directors, and agents liable for any unanswered Patient Health Portal messages or requests.

Please print the patient's name

Patient Signature

Date

If you are the legal **guardian or responsible party** of the patient, **print your name (and your relationship to patient)**. If the patient is between 13 and 18 years of age, minor's signature, and an Authorization of disclosure completed by the minor is required. (Downloadable Form: <http://nohn-pa.org/forms/015authfordisclosure.pdf>)

Legal Guardian (or parent) signature

Date