



Beth Israel Deaconess Hospital  
Milton • Needham • Plymouth



## **PATIENT PORTAL TERMS AND CONDITIONS - USER AGREEMENT**

This patient portal is commonly referred to as “MySite”.

Throughout this document, “Beth Israel Deaconess Hospitals” shall mean the hospital affiliates of Beth Israel Deaconess Medical Center located in Milton, Needham, and Plymouth which is subject to change.

### **General Rules**

In an emergency, call 911.

You do not need to have a MySite Patient Portal account in order to receive medical care or treatment.

You do not need to agree to these terms. However, if you do not agree to these terms, you will not be able to use the Beth Israel Deaconess Hospitals MySite Patient Portal.

You may cancel or terminate your MySite account at any time.

You will never be asked to provide financial or credit card information as part of your enrollment or participation in the MySite Patient Portal.

MySite uses advanced security technology to protect your **confidential** information. Information is encrypted (coded) and stored on computers that are kept secure. We have the capability to monitor who has viewed your information.

### **Privacy**

Beth Israel Deaconess Hospitals protect all of your health information, which includes your information on MySite. Our Notice of Privacy Practices explains how the Beth Israel Deaconess Hospitals use and share your health information. You should have received this Notice of Privacy Practices during your first appointment. For a copy of the Beth Israel Deaconess Hospitals Notice of Privacy Practices which pertains to all of our affiliated hospitals, copy and paste the link below into your browser: <https://www.bidh.org/noticeofprivacypractices.pdf> or access it on the hospitals public website or contact the Privacy Officer directly.

### **Terms of Use**

**1. Information Disclosure:** MySite contains information from your medical record at BID-Milton, BID-Needham and BID-Plymouth. This information may include patient visit history, laboratory results, radiology results, physician reports, and medication treatment. Additionally, information may be available relating to: (1) acquired immunodeficiency syndrome (AIDS), human immunodeficiency virus (HIV)

infection, and other sexually transmitted diseases (STD's), (2) treatment for drug or alcohol abuse, (3) mental or behavioral health or psychiatric care, and (4) results of genetics testing

**2. Dates of Service:** Information accessed through this new MySite will only include dates of services after October 1, 2018. If you had an older patient portal, you will still be able to access that for dates of services before October 1, 2018 for a restricted period of time. If you have any questions or concerns about obtaining your medical record information, please contact your hospital's Health Information Management Department directly.

**3. Risks to Patient Privacy:** MySite uses the Internet to communicate. We use encryption to keep your communications private. Encryption is computer technology that encodes your data so that outsiders cannot read it. Although this is extremely secure, software errors (bugs), human errors, and computer problems could possibly cause a loss of confidentiality. This is very rare. If it were to happen, there is a risk that information contained in your communications could become known to unauthorized individuals.

**4. Technical Questions are Not Part of Your Medical Record:** All of the messages or correspondence that you send to us for technical help through MySite will not be part of your permanent medical record.

**5. Access by Authorized Parties:** Persons other than your doctor may see technical questions or information that you send to us through MySite, for example, staff reviewing or responding to "Contact Us" messages. MySite keeps track of who is looking at your MySite information.

**6. Protecting your Privacy:** Your information is protected by a password that only you know. If you choose a password that could be easily guessed or if you give your password to other people, the information in MySite could become known to unauthorized individuals. We recommend that you choose a password that has:

- at least 8 characters
- a combination of letters and numbers

This should keep unauthorized individuals from accessing your MySite account.

**7. Adolescent Access:** We allow patients 13 years or older to control who has access to their patient portal information. Adolescent patients may submit a MySite Third Party Access Form to give their parents or guardians access to their information until they become of legal age (18), upon which portal access will be automatically revoked for the parent or guardian.

**8. We suggest strongly** that you not share your MySite password or logon ID with family members, caregivers or others. If you share your password, those people will be able to see all of the information contained within the medical record provided through MySite. It may also result in those people sharing your password or logon ID with others, without your knowledge.

**9. If you believe that your password is being used by others without your permission:**

You should change your password immediately by using the password change feature in the Preferences tab. If you are having trouble making that change or if you have other concerns, please contact MySite technical support by calling the IT Help Desk at your local hospital.

**10. If you believe your information has been or might have been compromised:**

- **Milton:** Contact the BID-Milton Privacy Officer at (617) 313-1055

- **Needham:** Contact the BID-Needham Privacy Officer at (781) 453-3037
- **Plymouth:** Contact the BID-Plymouth Privacy Officer at (508) 210-5942

**11. Information Access:** Access to your electronic health record, either to yourself or another individual, includes the ability to print your patient information. If the recipient of the information is not a health care provider or health plan covered by the federal Privacy Rule (“HIPAA”), the information used as described above may be re-disclosed by the recipient and is no longer protected by the Privacy Rule.

A third party authorized by you to access your MySite patient portal, as well as anybody with whom you share your login information, will have the ability to view all data displayed on your portal. This may include information related to (1) acquired immunodeficiency syndrome (AIDS), human immunodeficiency virus (HIV) infection, and other sexually transmitted diseases (STD’s), (2) treatment for drug or alcohol abuse, (3) mental or behavioral health or psychiatric care, and (4) results of genetics testing.

**12. Terminating or Deactivating Your Account:**

You may close your MySite account at any time by contacting the hospital’s Medical Records Department and asking to cancel your MySite account.

- **Milton:** Contact Medical Records at (617) 313-1051. If your account is cancelled, you can still access your complete medical record by contacting the BID-Milton Health Information Management Department during normal business hours at (617) 313-1051.
- **Needham:** Contact Medical Records at (781) 453-5301. If your account is cancelled, you can still access your complete medical record by contacting the BID-Needham Medical Records during normal business hours at (781) 453-5301.
- **Plymouth:** Contact Medical Records at (508) 830-2352. If your account is cancelled, you can still access your complete medical record by contacting the BID-Plymouth Health Information Management Department during normal business hours at (508) 830-2352.

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By requesting a MySite account, I agree to follow the MySite Terms of Use.