

Children's Mercy Hospital ("CMH") offers a patient portal ("Portal") as a service to our patients and families. The Portal (MyChildrensMercy) is a patient-provider community. It is provided in conjunction with Cerner Corporation. The Portal builds on the patient-physician communications and supports patient services in several ways. The portal registration can begin during a live or virtual patient visit as well as a request when at home.

- Download the form from our website (<https://www.childrensmercy.org/siteassets/media-documents-for-depts-section/medical-information-authorizationforpatientportal-age18up/>) OR
- Call the Health Information Management Department at 816-234-3455 and have a form sent to you by email, fax or mail
- Return the signed application with ID including picture ID by email, fax, mail or in-person
- This can be verified from the patient visit records as an established patient.

Patient Portal Use/Highlights

The Portal provides CMH clinic and hospital patients/families a way to see certain patient health information. Patients/families can communicate with the CMH health care provider or provider offices from a central webpage. The webpage is secure. It only allows authorized people to have access. The Portal will allow you to see:

- health summary information
- demographic information
- email updates
- immunizations
- messages to and from CMH health care providers

Secure messaging can be a valuable tool. It can have some risks. There are ways to help manage these risks. This form is will help you understand these risks and ways to manage these risks:

- All Portal communications will be part of the patient's permanent medical record.
- CMH staff members involved in your care may read, respond, or forward your Portal communications to a CMH physician, nurse, billing or front desk personnel, or other approved Children's Mercy employees involved in and/or needed to assist with the patient's care.
- Our normal response time to your Portal messages is usually within 48 hours. Call the patient's CMH physician office if you do not receive a response within 48 hours.
- The Portal may not be available at times due to system downtimes or reasons beyond our control. You agree not to hold CMH or any of our staff liable for those lapses in access.
- We reserve the right to suspend or terminate the Portal offering and related user access if we identify inappropriate use or behavior by the patient/family related to use of the Portal.
- The health information available online through the Portal is NOT a complete and legal copy of the medical record for any purpose. You must contact CMH Health Information Management at (816) 234-3455 for an official copy of the patient's medical record. Certain categories of sensitive documentation in patient records (such as HIV status or drug and mental health information) will not be available within the Portal.

The Portal is not be used for:

- **Emergency communications or services**
Call 911 or seek treatment in an emergency room or urgent care center.
- **Medical consultations and prescriptions for new medications which are only provided in the CMH clinic.**
Requests for these services through the Portal will be refused.



Portal Security and Privacy continued

You agree to provide factual and correct information when you use the Portal. You agree to notify us immediately if you find any problems with the patient's medical record or with your or the patient's personal information. All access to a patients' electronic medical record is password-protected. User IDs and passwords are also used to access the Portal. You agree to keep your Portal user ID and password secure. Only you, or someone approved by you, can gain access to the patient's information. You agree to change your password immediately if you think someone has gained inappropriate access to it. You must also notify the Children's Mercy Health Information Management department in such circumstances. You agree to waive and release CMH and all CMH employees and staff, including the patient's physician(s), CMH affiliated entities, and CMH and the affiliates' officers, directors, employees, agents, and successors, from any and all claims or causes of action that are in any way related to use of the Portal by you or your designated proxy.

Portal Security and Privacy

Your email address is confidential and protected information. We will protect it as we do your other personal information. Please read our Notice of Privacy Practices for an explanation of how we may use and disclose the patient's protected health information ("PHI"). The Portal is provided in connection with Cerner Corporation, our electronic health record vendor. Cerner's IQHealth Portal is a HIPAA-compliant connectivity solution that uses secure socket layer (SSL) encryption. This safeguards Portal communications and patient data. While we believe that patient data is safe and secure, we cannot guarantee that unforeseen adverse events that may impact the Portal. Call Cerner's technical question help line anytime at 1-877-621-8014 for user account and password issues or Portal functionality concerns.

Portal Access and Patient Proxy Information

For patient/parent access:

- Patients age 0-12: Patient does not have access. Parents/ legal guardian will be allowed to access the Portal.
- Patients age 13-17: Teen patients have the option to connect to the Portal with written parent permission.
- Parents who are authorized to provide consent for medical care and obtain the patient's medical information will have access to the Portal.
- Patients with access before the age of 18 will remain connected to the Portal. Parents or Guardians with prior access to the Portal will be disconnected when the patient turns age 18.

Young adults 18 and older without prior access will need to:

- Sign a copy of the Authorization for Participation in MyChildrensMercy Patient Portal form (Age 18+).
- Provide a picture ID that includes a signature (like a driver's license, state ID or school ID) with the application.
 - Download the form from our website (<https://www.childrensmercy.org/siteassets/media-documents-for-depts-section/medical-information-authorizationforpatientportal-age18up/>) OR
 - Call the Health Information Management Department at 816-234-3455 and have a form sent by email, fax or mail
 - Return the signed application with the picture ID by email (ROI@cmh.edu), fax (816-302-9899), mail (Children's Mercy Hospital attention: Health Information Management 2401 Gillham Rd., Kansas City, MO 64108 or in-person to the Health Information Management department.

Parents and Guardians Access:

- The young adult will need to sign the "Proxy Access" section of the form to give his/her parents or guardian access to the Portal.



Guardianship:

- If the young adult is not able to give consent, he/she will not be permitted to have access to the Portal. The legal guardianship can register to access the Portal by providing a copy of the court documents establishing guardianship to the Health Information Management department. The Portal will be reactivated when guardianship is confirmed.

ATTENTION: Activating the Portal

- You will receive an email with a link to reconnect to the Portal when Children's Mercy receives the signed forms, IDs and legal documents.
- **Your email link will expire in 90 days. Please check your email to activate your access.**
- Call the Health Information Management Office at (816) 234-3455 for a new email if you miss this window of time
- You must know the answers to the security questions and the patient's date of birth to access the Patient Portal.