

## Client Portal User Agreement

WTCSB is pleased to provide a Client Portal in partnership with our electronic medical records provider for the exclusive use of established patients. The Client Portal is designed to enhance Patient – Service (Treatment) Provider communications. We strive to keep all of the information in your records correct and complete. The Client Portal is provided as a courtesy to our patients through partnership with Credible, our Electronic Health Records software vendor and your Service Providers.

### The Client Portal provides access to the following:

- Medical records
- Appointment reminders

### INITIATING ACCESS

You are required to have a face to face visit with a WTCSB Service Provider in order to access your electronic medical records via the Client Portal. Your WTCSB Service Provider will assist with the steps needed to access your medical records.

### IDENTIFYING POSSIBLE DISCREPANCIES

If you identify any discrepancy in your records, you agree to discuss your concerns with your WTCSB Treating Service Provider. By using the Client Portal, you agree to provide factual and correct information.

### PATIENT RESPONSIBILITIES: CLOSING YOUR CLIENT PORTAL

Always remember to log out and close your browser when you are finished accessing password protected Client Portal services. (This prevents someone else from accessing your personal information.)

If you lose your password or username, you may request a new one through the Client Portal or in person at a WTCSB facility by providing valid identification.

### PROPER USE OF CLIENT PORTAL AND LIMITATIONS

As indicated above, the Client Portal is to be used solely by you, the patient, or an authorized authority who may obtain your medical records which are maintained by Western Tidewater Community Services Board. Your medical record treatment history is recorded during or following all treatment sessions or appointments. Diagnoses can only be made and treatment rendered *after* you have been SEEN by the Treating Service Provider.

The Client Portal is **not** intended to provide internet based diagnostic medical services.

The following limitations also apply:

- ✓ No internet based triage and treatment requests.
- ✓ The WTCSB Client Portal ***cannot*** be used to seek immediate emergency care.

## **WTCSB NOTICE AND RESPONSIBILITIES**

We reserve the right, should you abuse or neglect your responsibilities through usage of the Client Portal, at our discretion, to terminate usage, suspend user access and/or modify usage. We will notify you of our actions taken and why.

As we are a Behavioral Health Treatment Practice, your Service Treating Provider may limit access you have to some of your records. You may appeal this decision.

## **WTCSB SECURITY EFFORTS AND WARNING**

With regards to the secure handling and transmission of Protected Health Information (PHI) in relation to your WTCSB Client Portal, HIPAA standards are met and exceeded through high level encryption. Although we have taken several measures to ensure that your data is safe and secure within the IT infrastructure, we cannot guarantee that unforeseen adverse events will not occur.

To the extent possible, our agency has undergone rigorous IT implementation and security standards. You will be notified if your PHI has been breached and actions taken to secure your PHI.

Please read our HIPAA policy for information on how PHI is used in our agency.

Upon your request, we will be happy to provide you with a copy of the HIPAA policy.

## **ACKNOWLEDGEMENT AND AGREEMENT:**

By using the Client Portal, you are acknowledging that you have read and fully understand all of the contents within this Client Portal User Agreement. In addition, you acknowledge that you have been made aware of the risks and benefits associated with the usage of the Client Portal. Through usage of the Client Portal, you consent to the terms and conditions outlined herein. Usage of the Client Portal is entirely voluntary.

If you decide not to use the Client Portal, the quality of care you receive will not be negatively impacted.

Access the Client Portal by going to the URL below:

<https://www.credibleportal.com/v2/en/Account/Login>