



Children's Mercy (CMH) is offering a patient Portal as a courtesy to our established patients and families. The portal (MyChildrensMercy) is a patient-provider community from Cerner Corporation that enhances the patient-physician communications and enables limited patient services. Access to the patient portal must be established onsite at CMH and a valid identification is required at the time of portal registration.

Patient Portal Use/Highlights

The patient portal offers patients from our clinics and hospital the opportunity to view specific health information and communicate with their provider or provider offices from a central webpage. The webpage is a secure portal that only authorized individuals will have access to. MyChildrensMercy will allow you to view health summary information, view demographic information and email updates, view immunizations and message provider groups.

Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks there are some conditions of participation. This form is intended to inform you of these risks and the conditions of participation:

- All portal communications will be part of your permanent medical record.
- Staff members other than your physician are involved in your care and therefore may read, respond, or forward your portal communications to a physician, nurse, billing or front desk personnel, or other authorized Children's Mercy employees as needed for your care.
- Our normal response time to your portal messages will typically be within 48 hours. If you do not receive a response please call your physician's office.
- At times, the portal may be inaccessible due to system downtimes or reasons beyond our control and you agree not to hold Children's Mercy Hospital or any of its staff liable for those lapses in access.
- If at any time abuse of or negligent use of the Portal is found and persists, we reserve the right at our own discretion to suspend or terminate the portal offering and associated user access..
- The health information available online through MyChildrensMercy is NOT a complete and legal copy of the medical record for any purpose. If you need an official copy of the medical record for any purpose, you must contact CMH Health Information Management at (816) 234-3455. There is confidential and protected documentation in patient records that will not be available within MyChildrensMercy.

MyChildrensMercy does not provide the following:

- **Emergency communications or services.** For urgent and emergent situations you should call 911 or seek treatment in an emergency room or urgent care center.
- **Medical consultations and prescriptions for new medications.** These are only done in office. Requests for either of these via the portal will be refused.

Portal Security and Privacy

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

Portal Security and Privacy continued

By using the Portal you agree to provide factual and correct information. You agree to notify us immediately if you identify any discrepancy in your medical record or with your personal information. All access to our internal network and a patients' electronic medical record is password-protected. User IDs and passwords are also used to access the portal. In using the Portal, you agree to keep your portal user ID and password secure so that only you, or someone authorized by you, can gain access to patient information. If you think someone has gained inappropriate access to your account password, you agree to immediately change it on the portal site and notify the CMH Health Information Management department. In use of the portal, you agree to waive and release your physician(s), CMH and its affiliated entities, and it's officers, directors, employees, agents, successors, and associates from any and all claims or causes of action that are in any way related to use of MyChildrensMercy by you or your designated proxy.

Patient Proxy Information

As a parent/legal guardian of a child who receives care at CMH you are able to view their health information through MyChildrensMercy until your child reaches the ages of 13. At that point all access will be removed and require action on your part to reinstate access. The parent/legal guardian can enable access for their minor child, with both the legal guardian and child needing to sign the Authorization for MyChildrensMercy form.

Terms for patient/proxy access:

- Patients age 0-12: No access for individual patient. Parents/legal guardian will be allowed to access patient portal as a proxy.
- Patients age 13-17: Signature of patient and parent/legal guardian must be obtained for patient to obtain access. If prior access exists and patient reaches 13 years of age, access to parent/legal guardian will be removed until new authorization forms are signed.
- Patients age 18 or older: Any prior access to the patient portal will be deactivated. The patient will need to come into the CMH Health Information Management department to complete an additional Authorization for MyChildrensMercy form. Patients will have their own access and may grant one proxy access to their portal.