

Cottage Health Cottage Health MyChart Terms and Conditions

Cottage Health and its affiliates, including but not limited to Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, Cottage Rehabilitation Hospital, Santa Ynez Valley Cottage Hospital, Cottage Children's Medical Center, and Cottage Health's specialty care, urgent care, lab services, and other partner or affiliated entities (collectively, "Cottage Health," "we," "us," or "our"), are pleased to provide you with Cottage Health MyChart. Cottage Health MyChart provides web-based access to important, but limited, portions of information found in your medical record. The Cottage Health MyChart Terms and Conditions below contain important information regarding the use of Cottage Health MyChart. Certain features are available only if you are a patient of a physician providing services at one of the Cottage Health outpatient clinics that use Cottage Health MyChart.

Your use of Cottage Health MyChart is subject to these Cottage Health MyChart Terms and Conditions, as well as the [Cottage Health Online Services Terms of Use](#) and [the Cottage Health Online Privacy Policy and Cookie Notice](#), [linked and available here](#). **By clicking "I Accept," creating a Cottage Health MyChart account, or using or accessing Cottage Health MyChart, you agree to these Cottage Health MyChart Terms and Conditions and the Cottage Health Online Services Terms of Use, and you agree that you have read and consent to the Cottage Health Online Privacy Policy and Cookie Notice.** If you do not consent to all of these terms, you may not access Cottage Health MyChart.

PLEASE CAREFULLY REVIEW THESE COTTAGE HEALTH MYCHART TERMS AND CONDITIONS, AS WELL AS THE [COTTAGE HEALTH ONLINE SERVICES TERMS OF USE](#) AND THE [COTTAGE HEALTH ONLINE PRIVACY POLICY](#) AND [COOKIE NOTICE](#). THE TERMS CONTAIN IMPORTANT INFORMATION ABOUT THESE SERVICES, INCLUDING LIMITATION OF LIABILITY PROVISIONS AND A DISPUTE RESOLUTION PROVISION THAT REQUIRES ARBITRATION ON AN INDIVIDUAL BASIS, WAIVES YOUR RIGHT TO TRIAL BY JURY, AND WAIVES YOUR RIGHT TO PARTICIPATE IN ANY PURPORTED CLASS ACTION OR REPRESENTATIVE PROCEEDING IN THE EVENT OF CERTAIN DISPUTES WITHIN THE SCOPE OF THE ARBITRATION PROVISION.

Protocols for Communications Using Cottage Health MyChart, Text Messages, and Email

Consent and Authorization:

Your registration for and use of Cottage Health MyChart constitutes your authorization for your physicians/providers to communicate with you through the means provided by Cottage Health MyChart, including by email or mobile phone text messages. So, by registering, using, and indicating in Cottage Health MyChart, you consent to receiving email and text messages from Cottage Health, including via the contact information you provide to Cottage Health, even if your mobile number is registered on a state or federal Do Not Call list. You consent to receiving text messages through the use of an automatic telephone dialing system or other similar technology.

We do not charge for the use of Cottage Health MyChart, but you are responsible for any charges and fees associated with email and text messaging imposed by your wireless or other service providers. Message frequency varies. Standard message and data rates may apply from your wireless provider. Check your mobile plan and contact your wireless provider for details. You are solely responsible for all charges related to email or SMS/text messages, and Cottage Health does not warrant that your mobile carrier or other service providers will enable your participation in these services.

Messages You Send:

Cottage Health clinic based providers who have chosen to accept messages will provide a timely response to electronic inquiries, however response times may vary from office to office. Accordingly, emergency or urgent situations requiring immediate attention should **NOT** be submitted electronically. If you do not receive a response within three (3) business days, please telephone your physician's/provider's office to ensure the message was received.

Information We Send You:

By participating in Cottage Health MyChart, you have elected to receive your laboratory test results in accordance with our auto-release process. Please be aware that laboratory tests can take between 1 to 14 days to be processed and available to you via Cottage Health MyChart. If you had multiple laboratory tests completed, you may receive each of these results at different times. Furthermore, some laboratory test results are restricted and cannot be released to Cottage Health MyChart, and the results

will be available via Health Information Management or via your provider/Physician. Please contact your physician's office if you have any questions regarding any of your lab results. When you have a test and those tests are reportable in Cottage Health MyChart, the system will send you an email notifying you that you have a message in Cottage Health MyChart. Additionally, as with all clinical tests, if you fail to receive a report of the test result by the time it was expected, contact the Cottage Health Release of Information Management unit in the Health Information Management Department at 805-879-8970.

Email and SMS/Text Messaging Privacy - Your Role:

As a user of Cottage Health MyChart, you will be notified by email or text messaging when there is new information for you in Cottage Health MyChart. This means that any person with access to your email or phone will be able to see the notice. While the email or text message will just ask you to log in to Cottage Health MyChart to retrieve the information, you need to understand that the email or text message will disclose that you have Cottage Health MyChart activity. Thus, it will be your responsibility to use an email address or phone that provides you with the level of confidentiality you desire. Also, data transmission over cellular airwaves or email cannot be guaranteed to be 100 percent secure. Cottage Health will not be liable in the event that you or anyone else inappropriately uses your device or accesses your text data or for disclosure of your information.

Confidentiality:

For information about you that is defined as protected health information under the Health Insurance Portability and Accountability Act, we afford the same degree of confidentiality to that information stored on Cottage Health MyChart and through Cottage Health MyChart communications as we afford to that information when stored by the hospital or your physician/provider in any other medium. Your physician's/provider's or hospital's [Notice of Privacy Practices](#) applies to the information in Cottage Health MyChart defined as protected health information under the Health Insurance Portability and Accountability Act.

For information about how Cottage Health manages information not defined as protected health information under the Health Insurance Portability and Accountability Act as you use or access Cottage Health's websites, mobile applications, and other online services, please see the [Cottage Health Online Privacy Policy](#) and [Cookie Notice, linked and available here](#).

Temporary Suspension and Termination of Access:

We do not guarantee that Cottage Health MyChart will be continuously available. There may be periods of time when we suspend all users' access in order to perform maintenance of the system. Additionally, we may terminate the Cottage Health MyChart program or your individual access at any time, for any reason, without prior notice. Upon any suspension or termination, outstanding Cottage Health MyChart communications will be addressed by other appropriate methods, and you will continue to be able to request access to your information in our records through traditional means.

Ongoing Conditions Regarding Access by Patient Representatives:

If your Cottage Health MyChart access is for another person (by proxy), for instance a child or an adult for whom you coordinate medical services, your Cottage Health MyChart access will be at all times subject to our policies regarding third party access to this information. These policies may change from time to time. If you have questions, please contact your physician's/provider's office.

Your Obligation Regarding the Security of Information:

In order to help ensure that your information can only be accessed by you, you will have a confidential user name and password. As a Cottage Health MyChart user, your role in maintaining the security of your medical information includes following common sense, such as keeping your login identification name and password confidential.

Your Obligation to Keep Contact Information Current:

It is your responsibility to keep your Cottage Health MyChart profile information indicating your correct email address current. When you change your email address, you must notify the Health Information Department of Cottage Health.

Website Links:

Cottage Health MyChart may offer links to related medical web sites not managed by Cottage Health. These website link(s) are for informational purposes only. Cottage Health does not endorse and has not verified the accuracy of the information in/on these websites. Accordingly, you should not rely on any of the information found on the websites for purposes of treatment or diagnosis.

Updates to these Cottage Health MyChart Terms and Conditions:

The only current and official version of these Cottage Health MyChart Terms and Conditions is the version on [the Cottage Health MyChart website, linked here](#).

We may modify or update the Cottage Health MyChart Terms and Conditions, the Cottage Health Online Services Terms of Use, and the Cottage Health Online Privacy Policy and Cookie Notice from time to time. Updates to these Cottage Health MyChart Terms and Conditions will be posted on the Cottage Health MyChart website and will be effective immediately upon posting, unless stated otherwise. Your enrollment in, and use of, Cottage Health MyChart constitutes your agreement that the most current version of the Cottage Health MyChart Terms and Conditions and the Cottage Health Online Services Terms of Use will apply to your use of Cottage Health MyChart, and your agreement that you have read and consent to the Cottage Health Online Privacy Policy and Cookie Notice. You should check these websites regularly to see the most recent versions of these [Cottage Health MyChart Terms and Conditions](#), the Cottage Health Online Services Terms of Use, and the [Cottage Health Online Privacy Policy and Cookie Notice](#).

Revision Date

These Cottage Health MyChart Terms and Conditions were last updated on [1/22/19].