



PORTAL TERMS & CONDITIONS

Ray of Hope PCM
Portal Terms and Conditions
Last updated 11/29/2023

Please read the terms and conditions entirely and carefully before using the Portal Application. These Terms and Conditions are subject to change without prior written notice at any time, at Ray of Hope PCM's sole discretion. These Terms and Conditions outline our practices regarding the Portal and our sensitivity to your right to privacy. We reserve the right and discretion to revoke access at any time for any reason.

YOUR PORTAL RECORD

Ray of Hope PCM is pleased to offer you a Portal. It is an online service that provides you with convenient access to portions of your client records. It also offers a secure method of online communication with our Pregnancy Center team for such activities as secure image and document exchange, direct appointment scheduling, and secure online messaging.

The ability to sign in and access the Portal requires multiple layers of verifiable personal information as authentication as well as confirmation of a unique six-digit security code received by text which provides an additional layer of security.

RESPONSE TO SECURE MESSAGING

We will use our best effort to provide a timely response to electronic inquiries. In some cases, the staff may not be available immediately to respond. Our texting line is only monitored during office hours.

Emergency situations requiring immediate attention should not be submitted electronically. For all urgent medical matters, contact your physician's office by phone, go to an emergency room, or dial 911.

SECURITY AND CONFIDENTIALITY

As a Portal user, your role in maintaining the security of your medical information is:



- Keeping your login credentials confidential (never share them with anyone).
- Keeping your personal mobile device secure.

We afford the same degree of confidentiality to medical information stored in your Portal as is given to medical information stored by Ray of Hope PCM in any other medium. We are committed to protecting the confidentiality of your medical information. We limit team members' access and ability to enter or view information based upon their role in your care. Firewalls, passwords, encryption, and audit trails are further used to safeguard your information.

CONDITIONS OF USE

- You shall use the Portal in a lawful and respectful manner. You must not use the Portal to harass, threaten, defame, or infringe the rights of any other person or entity.
- You shall not use the Portal to transmit or store any content that is illegal, harmful, offensive, or inappropriate as determined in the sole discretion of Ray of Hope PCM. You shall not use the Portal to send unsolicited or unauthorized messages, advertisements or other solicitations.
- You shall not attempt to access, modify, or interfere with the Portal or its data in any unauthorized way. You shall not use any software or device that may compromise the security or functionality of the Portal.
- You acknowledge that the Portal is provided "as is" and "as available" without any warranties or guarantees of any kind. Ray of Hope PCM does not warrant that the Portal will be error-free, uninterrupted, or compatible with your device or network. The center does not warrant that the Portal will meet your expectations or requirements.
- You acknowledge that the Portal may contain sensitive and confidential information about your health and medical condition. You agree to use the Portal at your own risk and discretion. You agree to comply with all applicable laws and regulations regarding the privacy and security of your personal information.
- You acknowledge that Ray of Hope PCM may collect, use, and disclose your personal information in accordance with its privacy policy. You consent to the center's privacy policy by using the Portal.
- You acknowledge that Ray of Hope PCM may modify, suspend, or terminate the Portal or change these Terms and Conditions at any time without notice. Your continued use of the Portal after such changes constitutes your acceptance of the new Terms and Conditions.
- You acknowledge that these Terms and Conditions constitute the entire agreement between you and the Pregnancy Center regarding your use of the Portal. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.



INDEMNITY

You hereby assume full responsibility for your use of the Portal and full liability for actions that occur from end user access and use of the Portal. You agree that Ray of Hope PCM shall be held harmless against any and all damages or claims you may have related to your access and use of the Portal including (but not limited to) unauthorized access and the disclosure and use of information. You agree your sole and exclusive remedy in the event of such damages or claims is to cease using the Portal. You indemnify us and our affiliates, partners, employees and agents against all actions, claims and demands (including the cost of defending or settling any action, claim or demand) which may be instituted against us arising out of a failure by you or by any person using your Login Information (whether or not you have authorized that person to use your Login Information) to comply with these Terms of Use.

USE OF PORTAL

By accessing and using the Portal, you hereby acknowledge your acceptance of these Terms and Conditions, and confirm that you have read, understood, and agree to be bound by the Terms and Conditions.