

## PATIENT PORTAL TERMS OF USE

OUR COMPANY AND ITS AFFILIATES, SUPPLIERS, AND OTHER THIRD PARTIES MENTIONED ON THIS SITE ARE NEITHER RESPONSIBLE NOR LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES (INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION) ARISING OUT OF OR RELATING IN ANY WAY TO THE SITE, SITE-RELATED SERVICES AND PRODUCTS, CONTENT OR INFORMATION CONTAINED WITHIN THE "SITE," AND/OR ANY HYPERLINKED WEB SITE, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE SITE, SITE-RELATED SERVICES, AND/OR HYPERLINKED WEB SITES IS TO STOP USING THE SITE AND/OR THOSE SERVICES. APPLICABLE LAW MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. ACCEPTANCE OF THIS AGREEMENT INDICATE THAT YOU HAVE READ AND UNDERSTAND OUR WEBSITE TERMS OF USE POLICIES AVAILABLE ON OUR WEBSITE.

- RAINEY DAY DOC may forward patient emails to other staff within our clinic. We will not forward emails to other third parties without your prior written consent, except as authorized or required by law.
- RAINEY DAY DOC uses encryption technology that is HIPAA compliant to keep your information secure.
- RAINEY DAY DOC will not disclose your email address to any third party without prior written consent. RAINEY DAY DOC will never sell your email address.
- RAINEY DAY DOC is not liable for breaches of confidentiality caused by you or any third party.
- Response Time – RAINEY DAY DOC will respond to the email message, usually within one to two business days.
- RAINEY DAY DOC reserves the right to remove you from our email database and will notify you if such action is taken.
- The email address you enter is where message notifications will be sent.
- These notifications DO NOT contain personal or medical information. They simply state you have received a secure message from RAINEY DAY DOC that is available to you by logging into the website.
- RAINEY DAY DOC will not disclose your email address to other parties
- Our online services are available only for active patients of Rainey Day Doc. Please read through the conditions below before proceeding.
- You should **NOT** use any of these online services for **medical emergencies** or other time sensitive matters.

- Access to portions of a medical record is limited to patients who register for access directly through one of the Care Coordinators at Rainey Day Doc.
- Communication with your physician by email must take place using our patient portal. This form of consultation is only for non-urgent medical issues. A small charge may be placed for patients not currently on a member program.
- RAINEY DAY DOC patients can use their patient portal access to request medication refills if desired. We request 48 hours to process all requests.
- RAINEY DAY DOC allows patients to submit billing questions through our patient portal. Please allow 48 hours for response to questions.
- Patients can submit updates to their personal information including but not limited to, new phone number, address change, and new email address.
- Patients active on our Patient Portal agree to check email responses and messages sent by our Web Portal Administrator and Rainey Day Doc staff members. Also, Patient Portal participants may receive information about current health topics or topics about our clinic including announcements, medical or drug alerts, newsletters and policy changes. Participation in the patient portal program is voluntary and you can deactivate your account at any time and for any reason.