

MyCHN Patient Self-Registration

Terms of Use

Welcome to MyCHN Patient Self-Registration. MyCHN Patient Self-Registration is a solution developed by CHN Tech Solutions to address the self-scheduling of healthcare needs, including appointments, for individuals in the local community. The administrator for MyCHN Patient Self-Registration is CHN Tech Solutions. The organization with which you are affiliated is a participant in MyCHN Patient Self-Registration (your “Participating Organization”).

This is our Terms of Use. It describes for you the terms, conditions, and rules applicable to your use of and access to MyCHN Patient Self-Registration. These Terms of Use do not apply to any website, service, or application you use to access MyCHN Patient Self-Registration. These Terms of Use are a legally binding agreement between MyCHN Patient Self-Registration and you, so please read them carefully. If you do not agree to these Terms of Use, you may not access or use MyCHN Patient Self-Registration.

- 1. Use of MyCHN Patient Self-Registration.** MyCHN Patient Self-Registration is available for individual, personal use, and by accessing or using it, you agree to these Terms of Use. You may use the System only to enter or manage your own information or that of someone you are legally authorized to represent, and you are responsible for ensuring that all information provided is accurate and up to date. You agree not to misuse the System, including submitting false information, attempting unauthorized access, or using it for unlawful purposes. Information submitted may be subject to applicable privacy laws, including HIPAA. While reasonable safeguards are in place, no system is completely secure. By using the System, you accept the risks associated with electronic data transmission. To the extent permitted by law, MyCHN is not liable for any damages arising from your use of, or inability to use, the System, and your use constitutes acceptance of these Terms of Use. You must comply with these Terms of Use when accessing and using MyCHN Patient Self-Registration. By entering your number, you agree to receive messages from MyCHN. Message frequency disclosure, ‘Text HELP for help’, ‘Text STOP to cancel’, and Messaging & data rates may apply.
- 2. Access to Data.** You may access and view only your own information and, where applicable, information related to your healthcare providers (“Permitted Information”). You agree to access only the minimum information necessary for your personal use and to ensure such use complies with all applicable laws and MyCHN Patient Self-Registration policies. You must not request, access, or view any information that does not pertain to you or your care.
- 3. Safeguards.** You must take reasonable precautions and employ reasonable safeguards when accessing MyCHN Patient Self-Registration, including, but not limited to: (i) maintaining the confidentiality of computer terminal displays by never leaving the terminal unattended or available for unauthorized viewing when MyCHN Patient Self-Registration is being accessed; (ii) limiting access to locations

that permit secure viewing; and (iii) not sharing MyCHN Patient Self-Registration account user names, passwords, or other log-in credentials.

4. Acceptable Use. MyCHN Patient Self-Registration has established certain basic requirements for the use of MyCHN Patient Self-Registration, and we require you to adhere to them. The purpose of these requirements is to set forth how you may use MyCHN Patient Self-Registration and certain behaviors and actions that are prohibited. When using MyCHN Patient Self-Registration, you are not allowed to upload or share anything that:

- Is sexually explicit or pornographic, creates a genuine risk of physical injury or property damage, or promotes self-harm or drug abuse
- Attacks, bullies, harasses, or uses hate speech
- Infringes on anyone's intellectual property, privacy, or other rights
- Is fraudulent or deceptive
- Contains any information or content that is illegal or knowingly false

Further, you are not allowed to:

- Access, tamper with, or use non-public areas of MyCHN Patient Self-Registration
- Break or circumvent our security measures or otherwise test the vulnerability of our systems or networks
- Use any undocumented or unsupported method to access, search, scrape, download, or change MyCHN Patient Self-Registration
- Try to interfere with any other Network user
- Do anything that violates applicable law or regulations
- Encourage or help anyone do any of the things on this list

5. Reporting Inappropriate Use of MyCHN Patient Self-Registration. Any inappropriate access to or use of the MyCHN Patient Self-Registration must be immediately reported to your MyCHN support team at support@mychn.org. Inappropriate use of MyCHN Patient Self-Registration may include, for example:

- Sharing your access credentials with a third party.
- Using MyCHN Patient Self-Registration for private or personal reasons.
- Accessing Data inappropriately, not pertaining to your own individual information and provider-related information for the individual's care; and
- Sharing or uploading inaccurate, unacceptable, or inappropriate documentation or information.

6. Privacy. Use of MyCHN Patient Self-Registration is subject to the Privacy Notice that is incorporated into these Terms of Use.

7. Modifications. We may revise these Terms of Use and the Privacy Policy from time to time. If we decide to change our Terms of Use or Privacy Policy, we will post the revised policy on MyCHN Patient Self-Registration. If changes are significant and materially affect your rights or use of MyCHN Patient Self-Registration, we may

provide a more prominent notice on MyCHN Patient Self-Registration. In certain cases, we may also provide email notification of the modifications. However, because we may make changes at any time without notifying you, we suggest that you periodically consult this Terms of Use and our Privacy Policy.

8. Carriers are not liable for delayed or undelivered messages.

9. Liability and Dispute Resolution

MyCHN shall not be liable for any failure or delay in the performance of services, or for any improper performance, resulting from (a) inaccurate, incomplete, or untimely information provided by you, the patient, or by any individual acting on your behalf or whom you are legally authorized to represent when using the MyCHN Self-Registration system, or (b) your violation of these Terms and Conditions. This limitation of liability applies regardless of whether the services are provided by MyCHN or by third parties.

Any dispute, claim, or concern arising out of or relating to your use of the MyCHN Self-Registration system shall be addressed through good-faith efforts to resolve the matter directly with MyCHN patient registration staff. If you are dissatisfied with the Self-Registration experience, you may complete your registration through MyCHN patient registration staff.

10. **Contact Us.** If you have any questions about these Terms of Use or our Privacy Policy, please contact us at 346-215-7405.