



Monterey County Behavioral Health
myHealthPointe Member Portal
Privacy and Security Notice



Protecting member privacy and personal information is a priority for Monterey County Behavioral Health (MCBH). Our experience in dealing with Protected Health Information (PHI) and/or sensitive information has allowed us to develop a comprehensive privacy and security standard. We are committed to protecting the privacy of members who use the MyHealthPointe (myHP) Member Portal and demonstrate its firm commitment to privacy through privacy and security measures.

Privacy:

The myHP Member Portal provides access to portions of the member's Electronic Health Record (EHR) which is owned and maintained by MCBH. The available information is not a complete view of all the data in the member's EHR.

The myHP Member Portal provides limited information about the member, such as name, date of birth, appointments, social and health history, medications, and lab results.

If a member shares information available through the myHP Member Portal with another person or agency, the member is responsible for their decision to provide access to their health information and/or potentially other sensitive information.

To protect the member's health information and/or other sensitive information, the member and/or other authorized users will use a One Time Code (OTC) provided by myHealthPointe that will allow only the member or authorized users to set-up access to their health information when the member agrees to comply with the MCBH myHealthPointe Member Portal Terms and Conditions of Use.

The myHP Member Portal registration procedure may require the member to provide MCBH with their contact information; i.e. name, address, email address, and phone numbers, which are needed to provide access to the myHP Member Portal.

MCBH may provide information about the member to respond to subpoenas, court orders or legal process, or to establish or exercise legal rights or defend against legal claims. MCBH may find it necessary to share information in order to investigate, prevent or take legal action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the Terms and Conditions of Use, or as otherwise required by law.

The myHP Member Portal is not intended for or targeted at your children. MCBH will not knowingly collect and maintain personal identifiable information directly from children

under 12 years of age. The member must be at least 12 years or over to establish a connection to myHP Member Portal.

If a person is legally authorized to view another individual's health record and/or other sensitive information, that person may be given access to myHP Member Portal for that other individual. However, various federal and state regulations may prohibit sharing information about minors with their parents or legal guardians. As such, MCBH may restrict access to the minor's health record and/or other sensitive information and not make it available to their parents or legal guardians through the myHP Member Portal.

Monitoring and Disclosures:

The MCBH MyHealthPointe (myHP) Member Portal is the property of the Monterey County Behavioral Health and is provided for authorized use and access only. Any or all uses or access of the myHP Member Portal, including all of its data, may be monitored, recorded, read, copied, or captured and disclosed in any manner for any lawful or authorized purpose. Use or access of the myHP Member Portal, authorized or unauthorized, constitutes consent to such monitoring, recording, reading, copying or capturing and disclosure. Unauthorized or improper use or access of the myHP Member Portal may result in termination of access and use.

Disclaimer of Liability:

MCBH reserves the right to make changes and improvements at any time and without notice and assumes no liability for damages incurred directly or indirectly as a result of errors, omissions or discrepancies. The health information contained herein should not be a substitute for the advice of a psychiatrist and/or other health care provider.\

Security:

The myHP Member Portal and Applications have security measures in place that are intended to help protect against the loss, misuse, unauthorized access or alteration of information under our control.

These measures include encryption of data using the Secure Socket Layer (SSL) system and using a secured messaging service when we send your personal information electronically to the websites or the Applications. Despite these measures, the confidentiality of any communication or material transmitted to or from us by Internet, text message, or email cannot be guaranteed. No system can perfectly be guarded against variety of risks, intentional intrusion or inadvertent disclosure of information. Information will be transmitted over a medium that is beyond our control. Once the information is received by us, your medical information will be treated as confidential and given the same protection that all other medical records are given.

It is extremely important that every user's myHP Member Portal user ID and password is kept in a secure location and completely confidential. It is the responsibility of the user to prevent disclosure of the temporary OTC number and password and to change the password and password hint if the user believes that the password has been

compromised. MCBH shall not be liable for any damages that results from users' negligence or failure to keep their password secure. The users can change their password and password hint online at any time.

Third Party Websites:

The myHP Member Portal may provide links to other websites. The MCBH Privacy and Security Notice apply solely to the use of the myHP Member Portal and do not extend to any affiliated Sites or links to other third party sites. Carefully read their privacy and security practices before providing information to any of these sites.

Privacy and Security Notice Revisions:

This Privacy and Security Notice may be revised, as needed. The member should periodically review this Privacy and Security Notice for any updates or changes that may affect them.