

## **MyChart - Terms and Technical Requirements**

### **Terms and Conditions**

I understand that MyChart is intended as a secure online source of confidential medical information. If I share my MyChart ID and password with another person, that person may be able to view my health information and information about someone who has authorized me as a MyChart proxy.

I agree that it is my responsibility to select a confidential password, to maintain my password in a secure manner, and to change my password if I believe it may have been compromised in any way.

I understand that the use of MyChart is voluntary, and I am not required to use MyChart or to authorize a MyChart proxy. I understand that access to MyChart is provided by my physician's office as a convenience to its patients and that my physician office has the right to deactivate access to MyChart at any time for any reason.

I understand that MyChart contains selected, limited medical information from a patient's medical record and that MyChart does not reflect the complete contents of the medical record. I also understand that a paper copy of a patient's medical record may be requested from the physician's office.

I understand that my activities within MyChart may be tracked by computer audits and entries I make in my MyChart record or communications I send to my physician through MyChart may become part of my medical record.

Riverview Health utilizes TEFCA (Trusted Exchange Framework and Common Agreement) which allows for improved care coordination through the exchange of electronic health information. This framework enables the utilization of Individual Access Services (IAS), such as a third-party application to access your medical information for your own personal use. For example, a third-party smartphone app may use the TEFCA framework to access your medical record to show you test results. Before connecting to TEFCA, IAS providers like these must agree to comply with privacy and security standards, including those of HIPAA applicable to most health care providers. You are responsible for authenticating and managing the third-party application or IAS access through your MyChart, and for authenticating and managing the access of any other third party to whom you grant access or otherwise choose to use in conjunction with MyChart, including for translation or location services. Riverview Health will not share information with any IAS.

For the best experience using MyChart, review the minimum browser requirements.

## **Browser Requirements**

For the best experience with MyChart, your browser must meet the following requirements:

- JavaScript must be enabled in your browser settings for this site to function properly.
- Cookies must be enabled in your browser settings for this site to function properly.
- Avoid using your browser's back button or the F5 key.

This is a list of browsers actively supported by MyChart:

- Microsoft Edge
- Firefox
- Safari
- Chrome

## **Riverview MyChart MFA (Multi-Form Factor Authentication)**

1. MFA is a program that will send a one-time use verification code via SMS that you enter while logging into MyChart. This extra layer of security helps ensure that you're the only person who can log in to your account, even if someone else knows your username and password.
2. You can cancel the SMS service at any time. Just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, please follow instructions on your account settings page to activate SMS, and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program, you can reply with the keyword HELP for more assistance, or you can get help directly at 888-986-3729.
4. Carriers are not liable for delayed or undelivered messages.
5. Message and data rates may apply. Message frequency will be one message per request. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. If you have any questions regarding privacy, please read our privacy policy: <https://www.riverview.org/notice-privacy-practices>