



KVH OneSource Patient Portal Privacy Policy

Health Information Management

POLICY

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Overview:

We are committed to protecting your privacy and the security of the information you entrust with us. This privacy policy discloses our information gathering and dissemination practices. Your use of KVH OneSource patient portal is governed by the terms of this Policy, and by using or accessing KVH OneSource patient portal you agree to be bound by it.

How the Health Information in KVH OneSource patient portal is obtained

KVH OneSource patient portal provides a view into your Electronic Medical Record (EMR) which is maintained by us and also allows us to communicate securely with you. The information available for you to view through *KVH OneSource patient portal* is not a comprehensive view of all the data in your EMR.

KVH OneSource patient portal maintains limited information about you, such as your name, date of birth, and medical record number. Your personal health information is not separately maintained or managed through KVH OneSource patient portal.

KVH OneSource patient portal uses your *Cerner Health* account to confirm your identity when you sign into *KVH OneSource patient portal*. *Cerner Health* is a personal health record service and is subject to its own [Terms of Use](#) and [Privacy Policy](#).

Information You Contribute to KVH OneSource patient portal

When you enter information in KVH OneSource patient portal, that information is stored in your EMR where it is accessible to members of your care team and staff. Information that becomes a part of your EMR remains in your EMR even if you stop using KVH OneSource patient portal.

Sharing Your Personal Health Information

If you share information available through KVH OneSource patient portal with another individual, you acknowledge and accept responsibility for your decision to provide them access to potentially sensitive information.

How Information is Collected and Used

KVH OneSource patient portal collects certain information from you in three ways: (i) from web server logs, (ii) with cookies and web analytics tools, and (iii) directly from you.

- a) IP Addresses (Server Log Information). An IP address is a number automatically assigned to your computer whenever you access the Internet. All computer identification on the Internet is conducted with IP addresses, which allow computers and servers to recognize and communicate with each other. *KVH OneSource patient portal* collects IP addresses in order to conduct system administration, report Aggregate Information (as defined below) to affiliates or partners, and to conduct web site analysis. *KVH OneSource patient portal* will also use IP addresses to identify any users who refuse to comply with the Terms of Use agreement, and to identify users who threaten the *KVH OneSource patient portal* service, web site, users, clients or others.
- b) Cookies and Web Analytics Tools. *KVH OneSource patient portal* places a text file called a 'cookie' in the browser files of your computer. Cookies are pieces of information that a website transfers to an individual's hard disk for record-keeping purposes. *KVH OneSource patient portal* uses cookies during your online session, secure your information, and improve performance of *KVH OneSource patient portal*. These cookies do not contain any personal information. You may disable cookies in your browser but doing so will restrict your access to only public pages and you will no longer be able to access *KVH OneSource patient portal*. In addition to cookies, some web analytics tools used by *KVH OneSource patient portal* place a single-pixel GIF file on a computer as a tracking indicator.
- c) Registration (User-Supplied Information). *KVH OneSource patient portal* registration systems may require you to give us your contact information (such as your name and e-mail address) and demographic information (such as a ZIP code, organization and/or role). Your contact information is used to contact you when necessary. We may use *KVH OneSource patient portal* to communicate with you about our services.
- d) Services (User-Supplied Information). We may use your account and e-mail address to communicate with you about our services. If you sign up for a new service, we may collect personal information such as contact information (e.g. name, address, telephone number and alternate e-mail address), demographic information (e.g. zip code, organization and/or role), billing information (e.g. credit or debit card numbers), or sensitive information (e.g. healthcare information).

How Information is Shared and Disclosed

We do not rent, sell or share personal information about you with other people or nonaffiliated companies, except when we have your permission, or under the following circumstances:

- a) Disclosures to Third Parties Assisting In Our Operations. We may provide your personal information to affiliates, subsidiaries and trusted partners who work on behalf of or with us under confidentiality agreements. These companies may use your personal information to assist us in our operations.
- b) Aggregate Information. We may provide information about you that does not allow you to be identified or contacted ("Aggregate Information") to third parties, such as usage information and trends. When Aggregate Information is provided, it is pooled with many individual records and stripped of any data that could be used to identify you before it is used.
- c) Disclosures Under Special Circumstances. We may provide information about you to respond to subpoenas, court orders or legal process, or to establish or exercise our legal rights or defend

against legal claims. We believe it is 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 of Use, or as otherwise required by law.

Your Ability to Edit and Delete Your Information or Your Connection

Should you decide that you no longer wish to use *KVH OneSource patient portal*, you may delete your connection to *KVH OneSource patient portal* from within your *Cerner Health* account. This removes your access to *KVH OneSource patient portal* by removing *KVH OneSource patient portal* 's ability to use your *Cerner Health* identity (username and password) for sign-in. Deleting the connection does not notify us that you no longer wish to receive communications in *KVH OneSource patient portal* .

If you no longer wish to receive communications via *KVH OneSource patient portal*, or if you wish to edit or delete your information that is maintained in *KVH OneSource patient portal*, please contact us at Onesource@kvhealthcare.org.

Children's Privacy Protection

KVH OneSource patient portal is not designed for or targeted at children. We will not knowingly collect and maintain personally identifiable information directly from children under 13 years of age.

Notification of Changes to this Privacy Policy

This Policy may be revised from time to time as we add new features and services, as laws change, and as industry privacy and security practices evolve. However, we will take reasonable steps to notify you of material changes we make to this Policy. We display an effective date on the policy above so that it will be easier for you to know when there has been a change. You are responsible for regularly reviewing this Policy. Your continued use of *KVH OneSource patient portal* constitutes your acceptance of the revised policy. Small changes or changes that do not significantly affect individual privacy interests may be made at any time and without prior notice.

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		Policy Owner:	Cindy Kelly		
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