

**Skamania County Community Health**

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**CLIENT PORTAL Privacy Policy**

**Security, Confidentiality, and Usage Guidelines for Credible Client Portal**

1. **YOU MUST NOT SEND ANY MESSAGES REQUIRING URGENT ATTENTION USING CREDIBLE CLIENT PORTAL.** Doing so may create a delay in your receiving necessary medical treatment and could result in loss of life, permanent injury, or significant deterioration in your health. If you believe that you have an urgent medical matter, you should call 911 immediately or proceed to the nearest emergency room. If the matter is not urgent but you need a response in less than two business days, please contact your clinician's office directly by telephone during our regular business hours.

**FOR ALL MEDICAL EMERGENCIES, IMMEDIATELY CALL 911**

2. Credible Client Portal is designed as a secure Internet-based environment through which you may receive confidential medical information about yourself. When you initially enroll to use Credible Client Portal, you will need to confirm your identity as well as establish an email address and confidential password for login credentials. Please **DO NOT SHARE YOUR PASSWORD** with anyone. Anyone with access to your password will be able to view your medical (protected health information) and financial information as if that person was you. Thus, when you give someone your password, you are authorizing that person to access your account, and you are responsible for all transactions that person performs while using your account. It is your responsibility to prevent disclosure of your password and to change your password if you feel that your security has been compromised. If you believe that your password has become known to an unauthorized person, please contact us for assistance 509-427-3850. You can change your Credible password at any time by filling out a “Request to Change Password” form at Skamania County Community Health.

1. You may request a Credible Client Portal account for yourself. You may not request or access a Credible Client Portal account for anyone else, except a parent or guardian may request and access an account on behalf of a minor child under the age of 13 or if a Power of Attorney is activated on behalf of an adult client. By accepting these terms and conditions, you certify that you are authorized to open or access the account you are requesting and that all information you have provided to us is true and correct to the best of your knowledge.

4.  **You MUST provide us with your email address when activating your Credible Client Portal account and keep your email address current** to ensure that you receive notification of newly released information in a timely manner. You may continue to receive communications via the United States Postal Service or other means from us.

5. We secure your personal information from unauthorized access, use or disclosure. The personally identifiable information you provide is maintained by us on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information is transmitted from your PC and/or mobile devices to Credible Client Portal, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol. As a user of Credible Client Portal you hereby agree that you (and not the Skamania County Community Health) are solely liable for viruses, worms, Trojan horses, cancel bots, and other electronic mechanisms designed to destroy or impair the functioning of computer systems already residing on your PC and/or mobile device. It is your responsibility to protect your PC from a virus.

8. Cookies are used for system performance functionality. You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of Credible Client Portal services.