

Patient Rights, Responsibilities and Rules

1. Using our portal is entirely voluntary and will not impact the quality of care you receive from Garden City Hospital should you decide not to use our portal.
2. GCHealth patient portal is only available for patients 18 and over. Should you desire or need a proxy for the portal and you are 18 or older, the proper paperwork must be completed and on file prior to this allowance.
3. The portal should not be used for emergencies or urgent matters. At this time, you cannot contact your physician through our portal. If you have symptoms or a health-related concern that requires urgent attention, such as uncontrollable bleeding or chest pain, you should seek immediate care at the nearest emergency room or immediately contact emergency medical personnel by phone at 9-1-1.
4. Your portal User ID and password are considered personal identifiers and are used to control access to our portal; therefore, you should not share or otherwise disclose them for any reason to anyone, including family members.
5. You must provide an email address at time of registration to gain access to the portal. If you do not have one, you will be provisioned with an email provided by the hospital and mailed paperwork with instructions.
6. It is your responsibility to maintain the User ID and password in a secure location that is inaccessible to anyone. It is also your responsibility to keep track of who has access to your email account so that only you, or someone you authorize, can see the records received from us.
7. You are required to notify our office immediately if your username and password has been stolen.
8. You should inform Garden City Hospital of any changes to your e-mail address.

GCHealth Rights and Responsibilities

1. Personal information will only be included in communications sent through our portal.
2. GCHealth may, but is not required to, audit all content, access, and information stored in or passing through our portal.
3. GCHealth not liable for any claims and/or damages arising from following:
 - Inaccurate or incomplete information provided by you through the portal.
 - Interruption in the ability to access our portal due to technical difficulties, technical maintenance, or system failure.
 - Access of protected health information through our portal due to patient's negligent sharing or loss of their User ID and password or leaving our portal accessible when unattended by the patient. Any protected health information accessed in this manner may be available to others and is no longer protected by this Garden City Hospital's privacy practices.
 - Any and all claims due to access by anyone else to any and all protected health information printed and/or downloaded by you from our portal.
4. GCHealth has the right to deactivate patient access to the portal at any time, suspend or terminate our portal offering or modify the services offered through our portal for any reason, including, but not limited to, suspicion of unauthorized or inappropriate use of our portal. You will continue to have access to your medical records through direct contact with the office, as required by HIPAA.
5. GCHealth reserves the right to modify the terms and conditions of this agreement and overall layout of our portal as necessary at any time.

Full terms and conditions of use can be viewed and authorized upon your initial login on the patient portal.