



# Los Angeles County Department of Mental Health MyHealthPointe Consumer Portal

## PRIVACY AND SECURITY POLICY

Protecting Consumer privacy and personal information is a priority for Los Angeles County Department of Mental Health (LACDMH). Our experience in dealing with Protected Health Information (PHI) and/or sensitive information has allowed us to develop a comprehensive privacy and security policy. We are committed to protecting the privacy of patients who use the MyHealthPointe Consumer Portal (“mHP Consumer Portal”), and demonstrate its firm commitment to privacy through Privacy and Security Policy measures.

### **Privacy:**

The mHP Consumer Portal provides access to portions of the patient’s Electronic Health Record (EHR) which is owned and maintained by LACDMH. The available information is not a complete view of all the data in the patient’s EHR.

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

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

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

The mHP Consumer Portal registration procedure may require the Consumer to provide LACDMH with Consumer contact information; i.e. name, address, email address, and phone numbers, which are needed to provide access to the mHP Consumer Portal.

LACDMH may provide information about the Consumer to respond to subpoenas, court orders or legal process, or to establish or exercise legal rights or defend against legal claims. LACDMH may find it necessary to share information in order to investigate, prevent or take legal action regarding illegal



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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 mHP Patient Portal is not intended for or targeted at your children. LACDMH will not knowingly collect and maintain personal identifiable information directly from children under 12 years of age. The Consumer must be at least 12 years or over to establish a connection to mHP Consumer 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 mHP Consumer 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, LACDMH 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 mHP Consumer Portal.

### **Monitoring and Disclosures:**

The LACDMH MyHealthPointe (mHP) Consumer Portal is the property of the Los Angeles County Department of Mental Health and is provided for authorized use and access only. Any or all uses or access of the mHP Consumer 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 mHP Consumer Portal, authorized or unauthorized, constitutes consent to such monitoring, recording, reading, copying or capturing and disclosure. Unauthorized or improper use or access of the mHP Consumer Portal may result in termination of access and use.

### **Disclaimer of Liability:**

LACDMH 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.



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### **Security:**

The mHP Consumer 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 mHP Consumer 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. LACDMH 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 mHP Consumer Portal may provide links to other websites. The LACDMH Privacy and Security Policy apply solely to the use of the mHP Consumer 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 Policy Revisions:**

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