



1. About the User Agreement

It is important that you (the user) read the terms and conditions (rules) in this agreement carefully. This User Agreement ("Agreement") is between you and the University of Ottawa Heart Institute ("UOHI"). The Agreement sets out the rules that will allow you to access and use myOttawaHeart ("Portal"). When you log in and use the Portal, it means that you agree to follow the rules in this Agreement. If you do not agree to follow the rules in this Agreement, you will not access the Portal. UOHI can update the rules of this Agreement at any time without letting you know ahead of time. If you keep using the Portal after the UOHI makes changes to the Agreement, it means that you agree with those changes.

2. What is the Portal?

The Portal lets you:

- a) See your personal health record. Your personal health record is your UOHI chart, and in it you will find test results and clinical documentation (Record), which are notes that your health care team makes about your health and plans for any treatment.
- b) Take your own notes about your health using sample forms (weight and blood pressure trackers), and keep them in one place with the rest of your Records.
- c) Read more about your health condition or illness.
- d) Take part in follow up surveys about different subjects like the portal, or your health.
- e) Share your Records with your other healthcare providers (like your family doctor or home care nurse) and caregivers, such as friends and/or family members if you wish.

The Portal offers you easy-to-use tools, like calculators and quizzes, and other helpful reading, but nothing on the portal replaces advice from your health care team.

The Portal does not create a physician-patient relationship between you or any other users (such as your family or friends) and UOHI (or any of its physicians or other qualified health care providers.)

The Portal is based on the MyChart™ created by Sunnybrook Health Sciences Centre ("Sunnybrook"). Sunnybrook has agreed to run and support the Portal.

3. Portal Users

- **For Patients** –If you choose not to use the Portal, it will not impact your care at UOHI in any way. The Portal is a tool that we hope will help you and others that you want involved in your care to see your Record, but you don't need to use the Portal to get care at UOHI.
- **For Health Care Providers** – Doctors and other health professionals (Health Care Providers) can only see your Record in the Portal if you give permission. You can take back your permission at any time.
- **For Other Caregivers, such as Family/Friends** – You can let other caregivers, like family/friends (Non-Patients) see your Record in the Portal. If you give permission for a Non-Patient to see your Record in the portal, the Non-Patient will also have to agree to the rules in this User Agreement. The Non-Patient's access to the Portal will be limited to viewing the patient's Record. You can take back your permission at any time.

4. Getting a Portal Account

1. Fill out a registration form, giving us true, accurate, current and complete information about yourself.
2. Agree to update us if any of your information changes.

Keeping your information private: If UOHI thinks that information you give on the registration form is untrue or incomplete, UOHI can freeze or close your Portal account. Please read the Privacy Policy of UOHI to find out how the UOHI uses any of the personal information you give when you register for your Portal account. You can find the Privacy Policy of UOHI at www.ottawahospital.on.ca/wps/portal/Base/TheHospital/PatientsAndVisitors/Privacy/.

Signing in to your account: Once you register, you will get an online username and a password. You are responsible for keeping your password private. You agree to tell UOHI right away if someone else uses your account without your permission. The UOHI is not responsible by law if you do not keep your password private, if you lose your password or if you share it with others.

You can cancel your Portal account at any time by writing to myOttawaHeart@ottawaheart.ca. If you cancel your account, your user name and password will no longer let you access the Portal. Any other Non-Patients or Health Care Providers will also not be able to access your Record in the Portal.

5. What is in the Portal?

In the Portal, you will find Content such as:

- Articles
- Text
- Photographs and images
- Audio clips and video clips
- Links to other helpful websites

You can access, read and use the Content for your own personal use only. You can download, store and/or print single copies of the Content for your own personal use, but you have to respect the copyright and other notices in the Content. You cannot copy or repost the Content on the public internet outside the Portal.

6. Important Information

The Content of the portal does not replace medical advice from your doctor or other Health Care Provider. If you or someone else have questions or concerns about your health or any of the Content in the Portal, it is important to speak with a doctor. Do not ignore medical advice given to you by your doctor or another Health Care Provider, even if it is different than something you read in the Portal. Always talk to your doctor or other qualified Health Care Provider before you start a new treatment, diet or fitness program. The Portal does not have information about every type of disease, illness, physical condition or their treatment.

7. Personal Health Information

Personal Health Information is information about you that identifies you or could allow you to be identified, such as:

- Details about your health, medical history or past or future medical treatment (for example, your physical or mental health or personal or family health history)
- The fact that you are getting care
- The identity of your doctor, Health Care Provider or substitute decision-maker

- Payments you or others, such as the Ontario Government or an insurance company, have made for care.

Any of your personal health information in the Portal is password protected. Only those with permission can access your account in the Portal.. UOHI follows the rules set out in the Ontario Personal Health Information Protection Act (PHIPA) when taking any of your personal health information for the Portal. Your personal health information is encrypted, which means it is converted it into computer code to make it very hard to read without a username and password.. Even though the Portal is encrypted, it does not mean that the information is completely safe from theft or accidental loss.

UOHI can change or limit your access to your Record to meet the UOHI records management policies and procedures. If you need access to your personal health information, contact our Health Records department. Information about UOHI's information privacy policies and procedures is available at www.ottawahospital.on.ca/wps/portal/Base/TheHospital/PatientsAndVisitors/Privacy/ or by contacting our Privacy Office at quality@ottawaheart.ca.

8. Legal Information about the Portal

The Portal is provided "as is". UOHI cannot make any promises or guarantees about the Portal. This means that UOHI does not guarantee or promise the Portal will be virus or error-free, or that Content is complete or error-free.

9. Legal Responsibilities

By using the Portal, you agree that your access and use of the Portal and the Content is all at your own risk and responsibility by law. UOHI and anyone connected with or employed by the UOHI do not accept legal responsibility for any error or from anything that is left out. UOHI is not legally responsible in part or in whole, for any action you may take or loss or injury you may suffer related to using the Portal.

UOHI and anyone connected with or employed the UOHI are not legally responsible for any damages of any kind related to your use of the Portal. This is the case even if UOHI knew of or should have known that any damages were possible.

11. Agreement

You agree that UOHI, and anyone connected with or employed by the UOHI, will not be held legally responsible for any damages or costs related to your use of the Portal if you break any of the rules of this User Agreement.

12. Rights to close the Portal

UOHI can change, freeze or close the Portal at any time without telling you. If this happens, you won't be able to access the Portal. All of the rules in this User Agreement still stand even after the Portal is changed, frozen or closed.

13. Questions or comments

Questions or comments about the Portal should be directed to the myOttawaHeart IT support at (613) 696-7020 or by email at myOttawaHeart@ottawaheart.ca.