

Client Portal Disclaimer and User Agreement

IMPORTANT: By accessing this Client Portal, you, the Client, understand this portal is NOT to be used for URGENT or EMERGENCY situations and should be limited to routine messages and requests.

Contact Community Health Resources Assessment Center at (877) 884-3571 for crisis situations.

IN CASE OF A LIFE-THREATENING MEDICAL EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM.

Here are some important things to remember:

- You may use the Client Portal to leave routine messages. Do not use the Client Portal to send messages that require immediate attention. This Client Portal does not replace an office visit.
- A Community Health Resources, Inc. (CHR) representative will do their best to respond to your message received from the Client Portal within 48 hours on weekdays or on the Monday after a weekend. Additional delays may be experienced around holidays. If you do not receive a response within 72 hours, you should contact your CHR program directly.
- The Client Portal is provided “as is” and makes no promise regarding ability to access services at any particular time, location or internet speed. You agree not to hold CHR, its providers or any of its staff, responsible for changes or interruptions to the Client Portal.
- The Client Portal may include information in the form of news, opinions, or general educational materials that are not specific medical or other health care advice, diagnosis, or treatment. CHR is not responsible for this material or the content of any links to websites operated by third parties accessed through the Client Portal. All Client Portal content is for your information only. **The content is not medical or health care advice, diagnosis or treatment.** You should consult your physician or other qualified health care provider if you have any questions about a medical condition or before you start or stop treatment, take any drug, or make any changes to your diet. You should not ignore or delay getting medical or other health care advice because of information found on this Client Portal.

Informed Consent:

You understand that the terms and conditions of this disclaimer and user agreement may change from time to time. Such changes will take effect immediately and will be posted directly to the Client Portal. This is a secure, Health Insurance Portability and Accountability Act (HIPAA) compliant, communication tool CHR provides as a courtesy to our clients. It is an optional service, and we reserve the right to suspend or terminate it at any time. By agreeing to these terms, you confirm that you have read, understand, and agree to comply with our procedures and guidelines for using the Client Portal. You assume all risk associated with your use of the Client Portal.

Use of this Client Portal indicates your acceptance of this disclaimer.

If you have questions regarding the use of the Client Portal, please contact your program.

DO NOT LEAVE A MESSAGE ON THIS CLIENT PORTAL IF YOU ARE EXPERIENCING A LIFE-THREATENING MEDICAL EMERGENCY. CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM.