



PATIENT PORTAL TERMS OF USE AND USER AGREEMENT

EFFECTIVE DATE: MARCH 13, 2026

Valley Hope Association (“Valley Hope,” “we,” “us,” or “our”) is dedicated to providing resources to help you better manage your health. This Terms of Use and User Access Agreement (“Agreement”) explains the terms and conditions for using the Valley Hope Patient Portal (“Patient Portal,” “Portal,” or “it”). The Patient Portal is a secure online service that provides access to select portions of your health information. The Patient Portal is not a comprehensive view of all data Valley Hope maintains in our electronic health record.

Valley Hope has adopted this Agreement and other policies and procedures to make you aware of your responsibilities for use of the Patient Portal. If you do not agree to the Agreement, you may not establish a portal connection. Contact the Valley Hope location where you receive(d) your services if you have any questions related to the Patient Portal.

You will receive an email with information on how to set up your username and password. For your first login, you will need the default password provided in the email. As a first-time user you will also be prompted to verify your last name and date of birth (mm/dd/yyyy). You will then be prompted to set a new password. Your username and password will provide access to the Patient Portal. If you did not receive the email, misplaced or deleted the email, or otherwise need assistance accessing the Patient Portal, please contact the Business Office at your facility. If you would like access and do not already have an account, please contact your facility’s Business Office to request an invitation. If you have already signed up, you can log in by visiting ValleyHope.org and clicking on the Patient Portal link for the location where you receive(d) services. If you have received services at more than one location, you will need to repeat this process by contacting the Business Office at each facility.

If you need to discontinue use of the Patient Portal, please contact the facility Business Office for assistance.

By enrolling in or using the Patient Portal, you agree to be bound by the Agreement and terms and conditions of the Privacy Policy, which is incorporated into this Agreement.

USER GUIDELINES: By using the Patient Portal, you understand that it can be a valuable health record and educational access tool but has certain risks. To manage these risks, Valley Hope has imposed the following conditions on patient participation, and you agree to be bound by the following user guidelines.



1. PURPOSE OF THE PATIENT PORTAL

The Patient Portal is intended to help you:

- Access your financial statements,
- View portions of your medical record, and
- Access educational materials and care instructions.

The Patient Portal is **not** a substitute for in-person care or emergency services. It does not provide patient-to-provider communications.

2. ELIGIBILITY AND ENROLLMENT

You may enroll if you are:

- A current or former Valley Hope patient, and
- At least 18 years old, or otherwise legally authorized to consent.

3. YOUR RESPONSIBILITIES

You agree to:

3.1 PROVIDE ACCURATE INFORMATION

You will provide truthful and current information during Patient Portal activation (email address and date of birth) and keep Valley Hope up to date with your most current demographic information.

3.2 PROTECT YOUR LOGIN CREDENTIALS

You are responsible for all activities under your account. You will:

- Keep your username and password private. You will not share your log-in information with any other person.
- Use a strong password and change your password if you suspect compromise.
- Log out after each session, especially on shared devices.
- Notify Valley Hope immediately if you suspect unauthorized access. Valley Hope will not be liable for any disclosure of information due to unauthorized use of your log-in information.



3.3 USE THE PATIENT PORTAL APPROPRIATELY

You will only use the Patient Portal for lawful purposes related to your care.

You will not:

- Share or post Patient Portal content publicly without authorization.
- Attempt to access another person's account or information.
- Use the Patient Portal in any manner that could damage, disable, overburden, or impair the site, or that could interfere with any other party's use of the site.
- Use the Patient Portal or communication related to it to threaten, harass, or abuse staff or others.
- Misrepresent your identity.

4. PRIVACY AND CONFIDENTIALITY

4.1 USE AND DISCLOSURE OF THE PATIENT PORTAL

You are solely responsible for any disclosure of your health information that you obtain through the Patient Portal.

4.2 INADVERTENT ACCESS

The Patient Portal should allow you to access only your health information. If you accidentally gain access to another patient's health information, you must immediately stop viewing that information, must not retain or use that information, and must immediately notify Valley Hope.

4.3 DISCLOSURE OF INFORMATION

Valley Hope may, in our sole and reasonable discretion, disclose any information necessary to satisfy applicable law, regulation, legal process, or government request.

4.4 PROTECTED HEALTH INFORMATION

Valley Hope has policies to protect the privacy and security of your health information. These policies are outlined in Valley Hope's Notice of Privacy Practices, which is available online.

5. RISKS

Even with security safeguards, using electronic systems may carry risks, including unauthorized access if your devices or email are compromised. The Patient Portal uses encryption software, but



no software can perfectly guard against risks of intentional incursion or inadvertent disclosure of information. By using the Patient Portal, you accept these risks.

6. ACCESS TO RECORDS AND ACCURACY OF INFORMATION

The Patient Portal provides access to selected information, which may not include your full medical record. Some data may be delayed, segmented, or withheld as permitted by law, including certain Substance Use Disorder (SUD) or behavioral health records protected by 42 CFR Part 2. If you believe information in the Patient Portal is inaccurate, you will contact Valley Hope to request correction.

7. TERMINATION OR SUSPENSION OF ACCESS

Valley Hope may suspend or deactivate your access at any time and for any reason.

You may deactivate your Patient Portal access at any time by contacting the Valley Hope Business Office where you receive(d) treatment.

8. TECHNICAL REQUIREMENTS AND AVAILABILITY

You are responsible for obtaining internet access, an email address, and compatible devices. Valley Hope does not guarantee:

- Continuous availability of the Patient Portal,
- Compatibility with all devices/browsers, or
- That the Patient Portal will be error-free.

We may modify, suspend, or discontinue the Patient Portal at any time.

9. DISCLAIMER OF MEDICAL ADVICE

Patient Portal content is provided for informational purposes and does not replace professional medical judgment. Always follow the instructions of your care providers.

10. NO WARRANTIES; LIMITATION OF LIABILITY

Valley Hope does not own or operate the Patient Portal and disclaims, to the fullest extent permitted by law, all responsibility for any direct, indirect, special, consequential, exemplary, and punitive damages and lost data. Valley Hope is not responsible for any defects or failures associated with the Patient Portal or any damage that may result from any defects or failures.



- Valley Hope is not liable for damages arising from your use or inability to use the Patient Portal, including technical failures or unauthorized access due to your negligence.
- Valley Hope is not responsible for third-party actions outside our control (e.g., your internet provider or device security).

The Patient Portal may be inoperable or inaccessible for any number of reasons, including, but not limited to, (a) system maintenance or repairs; (b) equipment malfunctions; or (c) other causes beyond the control of Valley Hope. In addition, Valley Hope makes no representations about the suitability, reliability, timeliness, or accuracy of the information contained in the Patient Portal. While Valley Hope believes that the IT infrastructure and data are safe and secure, we cannot guarantee that adverse events will not occur related to the privacy and security of your health information. If you are dissatisfied with the Patient Portal, or with this Agreement, your sole and exclusive remedy is to discontinue using it.

11. UPDATES TO THIS AGREEMENT

This Agreement may be revised from time to time as new features and services are added to the Patient Portal, as state and federal law change, and as industry privacy and security best practices evolve. Valley Hope will take reasonable steps to notify you of material changes to the Agreement, and will display the effective date of any such changes on the Valley Hope website with the Patient Portal information. You acknowledge and agree that it is your responsibility to regularly review the Agreement. You further acknowledge and agree that your continued use of the Patient Portal constitutes your acceptance of the revised terms and conditions.

12. CONTACT INFORMATION

For Patient Portal support, questions, consents/revocations, or suspected unauthorized access, contact the Valley Hope Business Office where you receive(d) treatment.

ACKNOWLEDGMENT AND CONSENT

By signing below, you acknowledge that:

- You have read and understand this Agreement.
- You agree to follow the Patient Portal rules and security requirements.
- You understand the Patient Portal is not for emergencies.
- You acknowledge that using the Patient Portal is voluntary.
- You consent to electronic access through the Patient Portal.