

Seattle Children's Provider Portal (PHINConnect and EpicCare Link) - Practice Representative Agreement

As the practice representative for your clinic, you are committing to serve as the primary contact for communication and coordination of the practice group information for the Seattle Children's Provider Portal. As primary contact, the Practice Representative will ensure that each provisioned user should have access to the Seattle Children's Provider Portal, and that accesses these users make will be in accordance with regulatory requirements, e.g., the Federal Privacy and Security Rules (HIPAA).

1. Practice Access Criteria: The practice must employ at least one licensed, credentialed, provider (e.g. ARNP, PA, MD, DO).
2. Provisioned User Qualifications: Each user of the Seattle Children's Provider Portal must be a staff member or provider that you have determined requires access to perform duties assigned by the practice. These users **should** only access the PHINConnect and EpicCare Link applications in compliance with federal and state statutory and regulatory requirements regarding the privacy and security of protected health information.
3. Provisioned User Compliance: Each user will securely protect access accounts and passwords. Provisioned users will not share their passwords with any other person and will not permit others to access the Seattle Children's Provider Portal through their access accounts.
4. Provisioned User Information: The practice will promptly notify Seattle Children's of the following changes:
 - a. Provider staffing (adding/removing MD, DO, PA, or ARNP)
 - b. Staffing changes that result in a need to add or remove access rights
 - c. Any updates to practice information (e.g., change to practice name, phone, practice representative, etc)
5. In addition, Seattle Children's will request a review to verify the accuracy of the provisioned user(s) information in the form of an annual audit. The Practice Representative will need to conduct the audit and send a response to the Provider Portal Support Team in a timely manner as the access of the practice group could be terminated if no response is received within 45 calendar days of the first notification.
6. Reporting Misuse or other Non-Compliance: In the event that a provisioned user is suspected of misuse of Seattle Children's patient health information, the Practice Representative will



immediately notify Seattle Children's by contacting the Seattle Children's Privacy Office at 206.987.1200 or PrivacyQuestions@seattlechildrens.org.

7. Breach Notification: In the event there is reason to believe that the confidentiality, privacy or security of any information accessed through the Seattle Children's Provider Portal has been breached, the Practice Representative will immediately report such breach or suspected breach to the Seattle Children's Privacy Office at 206.987.1200 or PrivacyQuestions@seattlechildrens.org.
8. In the event that Seattle Children's has reason to believe that there has been an instance of misuse or other non-compliance including a breach of confidentiality, privacy or security, cooperation with the Seattle Children's Privacy and/or Information Security Offices will be expected.

