

MyChart Privacy Policy

This Privacy Policy (“Policy”) sets forth the guidelines defining how we, Metro Imaging (“we” or “us”) use and protect the information you (“you”) provide to us when you use the MyChart services, either through the MyChart application and/or access MyChart via the internet, including all tools, services, content and information available on or through the application and website. We reserve the right to modify this Policy from time to time. By using MyChart you signify your assent to this Policy. If you do not agree to this Policy, please do not use MyChart. Your continued use of MyChart following the posting of changes to this Policy means you accept those changes.

This Policy supplements the Notice of Privacy Practices (“NPP”) available at <https://www.metroimaging.org/metro-imaging-notice-of-privacy-practices> which governs our access, use and disclosure of your protected health information, as well as our website’s general Terms of Use available at <https://www.metroimaging.org/terms-of-use> and Privacy Policy available at <https://www.metroimaging.org/privacy-policy>. To the extent that information contained in MyChart is protected health information (“PHI”), then our access, use and disclosure of PHI will be managed consistent with the NPP. To the extent a conflict exists between this Policy and the NPP, then the NPP shall be given priority.

The tools, features and services available through MyChart include access to electronic health information (“EHI”). MyChart also allows you to view and pay for healthcare services. All of these tools, features and services are referred to together as “Services.” Your ability to access Services is dependent on the Services ability to maintain a secure connection with you and to access certain functions on your device such as the camera, speaker, light, microphone and Bluetooth functionality.

When you use the Services, you may provide us with different types of information, including personal information you knowingly choose to share with us and information that you permit your device to share with us. By using or accessing the Services, you may provide us with additional information about you that facilitates use of the Services or ensures the privacy and security of information available through the Services. You may see an in app notice when we access or request access to certain information or functionality on your device. We may use the personal information you provide to us when we interact with you, for our own internal business purposes, in a de-identified and aggregated form or to improve the function of the Services.

We may store and process any information you enter into the Services together with other information we hold about you (i.e. as a component of your medical record) or independently as a user of the Services. It is completely optional for you to use the Services and to provide us your information through the Services. Although the Services may allow you to access your EHI or the EHI of another individual who has given you proxy access, EHI does not by default reside in the Services.

You may utilize functionality within MyChart to download EHI to your device that may be accessible by MyChart or extract data from MyChart to other third party applications. You are solely responsible for ensuring the privacy and security of any information you download or extract from or through MyChart. For example, at your request, we may provide you with access to a copy of your medical records and the results of certain tests that you upload into a personal health record or you may request that we provide a copy of your medical records to a personal health record.

If you provide a cell number to receive information, you consent to receiving SMS and MMS automated text messages from us. You may opt-out of receiving such messages at any time by modifying your communication preferences. Messages may be sent at various times on an ongoing basis. Message and data rates may apply. Consent to receive text messages is not required as a condition of purchasing any goods or services.

We receive and store certain types of information whenever you use the MyChart, through the use of "cookies." A "cookie" is an element of data that a website or mobile app can send to your computer or smartphone, which may then be stored on your device and used to provide you with tailored information. We use cookie information to analyze how frequently MyChart is being used or viewed, for automatic user recognition, and to improve your overall MyChart experience with us.

You may request to communicate through secure messaging with your physician/health care provider or our billing or customer support services. If you choose to correspond further with us through texts, email, or through the secure messaging feature, we reserve the right to retain the content of your messages and communications (including video content), together with your contact information, including IP addresses, device information and other meta data as well as email address(es), and our responses.

The Services utilize features, functionality and content powered by third parties (e.g. Microsoft, Apple, Google as well as home health monitoring device manufacturers, etc.). Please be aware that features, functionality and content provided by third parties and accessed through MyChart may also collect personally identifiable information about you. Use of these features and content is subject to the then-current versions of such third party's terms of use and privacy policies. Third party features, functionality and content is provided as a convenience to you and Metro Imaging does not provide any endorsement of such third party or the apps, website, products or services it sells or terms pursuant to which such items and services are made available. The information practices of those third parties are not covered by this Policy.

When permitted by your device settings, third party functionality may operate in the background and collect information about you, even when the MyChart is not running. You are responsible for reviewing such third party terms of use and privacy policies which may be subject to change without notice. Metro Imaging has no control over third party terms of use and privacy policies and is not responsible for third party terms of use and privacy policies.

Google has determined our app is subject to their COVID-19 app requirements. As a result, we are required to provide the following information so we can make our app available to you in the Google Play store.

Location: Our app may use your location data to notify front desk staff when you arrive for an appointment or to suggest healthcare providers that are near you. The Service will not store your location data.

Camera: Our app may use your camera to take new photos or to capture and transmit video for video visits. You choose if you want to use photos to personalize your account or send them as file attachments when you send messages to your healthcare providers.

Microphone: Our app may use your microphone to capture audio for video visits. The Service will not store your audio data.

Storage: Our app may access your device's storage to read and write files and photos you choose to use in the Service. These files and photos may be used as attachments that are sent to your provider or they may be created from attachments sent to you from your provider.

Bluetooth: Our app may access your device's Bluetooth to detect other nearby devices. This information will be used to notify front desk staff when you arrive for an appointment. The Service will not store your Bluetooth data.

Phone: Our app may use your phone to call phone numbers displayed in the app. The Service will not store your call history or other call data.

No data transmission over the Internet can be guaranteed to be 100% secure. While we strive to protect your information from unauthorized access, use or disclosure, we do not warrant the security of any information you elect to transmit to us through the Service.