

## **BSO Secure Portal User Agreement**

This agreement is between you and the HSC Business Services Organisation.

This agreement covers usage rights for any systems/applications made available through the BSO Secure Portal.

### **Obligations**

The Secure Portal is provided for you to use for exercising your duties as a, provider, performer, HSC employee or authorised representative thereof and specifically in relation to the access of statements, reports, contractual and superannuation information, the progress of claims, the use of HSC e-mail and any other HSC systems/applications made available through the Secure Portal.

The HSCB/BSO must be advised of any intended sale/re-allocation of any contract. The HSCB/BSO must be advised of any staff changes that impact on passwords issued by the BSO. Failure to promptly inform the BSO could enable unauthorised access to your personal, confidential and payments information.

As a Secure Portal user you accept responsibility to advise the BSO of all such changes known to you.

You are responsible for ensuring the appropriate use of information or functionality provided through your User ID. The BSO shall not be liable for any losses or damage incurred by inappropriate or inaccurate use of the Secure Portal.

Where you no longer require use of the Secure Portal or where your circumstances change such that you no longer satisfy the terms of this agreement you are required to advise BSO to this effect so that the account can be disabled or amended as necessary.

You agree that the BSO has the right to terminate and withdraw access to the Secure Portal where you have breached or no longer satisfy the terms of this agreement, or where any other abuse of the Secure Portal is understood to have occurred – this includes unreasonably excessive use.

You must not use the Secure Portal to disable or overload any HSC computer system or network. Where excessive account activity is detected your account could be suspended without notice to safeguard use for all other users.

## **Support**

The BSO will provide advice, guidance and initial technical support, where required, to facilitate use of any of the systems we offer through our Web portal. We use Bombgar (<https://www.bomgar.com/>) software to remotely connect to your machine, by clicking I agree you authorise the BSO to make any necessary changes to facilitate connecting to our portal/systems. Before clicking "I accept/agree" you should ensure that all data stored on your PC is appropriately backed up. The BSO will not accept any responsibility any for loss of data.

## **Payments Portal including access to Clinical Communications Gateway (CCG)**

The Payments Portal enables the user to access to contractual activity and financial information, which may include payment instructions, relating to the named user's personal number/practice.

Access to the Payments Portal and CCG is controlled by unique user id's/passwords restricted to the named and registered user. You must not share access, passwords, user names or log on details to the Payments Portal with any other person.

All communication that you send via CCG must only be in regards referral of a patient to another healthcare facility and in line with accepted HSCB/ GOS referral protocols and pathways.

## **Secure HSC e-mail**

All communication you send through the HSC e-mail service is assumed to be official correspondence from you acting in your official capacity on behalf of your Organisation. Should you need to send communication of a personal nature you must clearly state that your message is a personal message and not sent in your official capacity.

You must not send any material by email that could cause distress or offence to another user. You must not send any material that is obscene, sexually explicit or pornographic. You must not use the HSC e-mail to

harass other users or groups by sending persistent emails to individuals or distribution lists. You must not forward chain emails or other frivolous material to individuals or distribution lists.

It is your responsibility to check that you are sending email to the correct recipient, as there may be more than one person with the same name using the service. Always check that you have the correct email address for the person you intend corresponding with.

## **Personal Data**

You agree that you will comply with all data and security legislation, standards, policies and procedures applicable to you as an individual, employee, contractor, provider or performer and that you will only use, hold and distribute data or information accessed via the Secure Portal accordingly.

Where data you have obtained via the Secure Portal is no longer required, it must be destroyed in a secure manner in accordance with any applicable legislation, standards, policies and procedures and/or the instructions of the BSO.

In addition you agree that:

- You have in place appropriate technical and organisational measures to prevent unauthorised or unlawful processing of personal data and to prevent against accidental loss or destruction of, or damage to personal data which are at least equivalent to the standard of security required by the HSC security policies.

## **Signed on behalf of GOS Contractor:**

**Premises Code:** \_\_\_\_\_

**Practice Name:** \_\_\_\_\_

**Name: (Print)** \_\_\_\_\_

**(Signature)** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_