

Division of Specialized Care for Children

dsc.uic.edu
(800) 322-3722

DSCC Applications Terms and Conditions of Use

The University of Illinois Chicago's Division of Specialized Care for Children (DSCC) provides several DSCC applications, including the DSCC Family Portal, Care Portal, and Provider Portal, for its participants and providers. Using these applications is subject to the following terms and conditions. Please read the following information carefully.

By accessing DSCC applications, you agree to follow and be held to these terms and conditions of use (Terms). Agreeing to these Terms is voluntary. These Terms do not affect your services or eligibility for services from DSCC. If you do not agree to the current Terms, you may not use the DSCC applications.

DSCC Response to Electronic Communications

You should never use the DSCC Family Portal for urgent medical matters. If you have an urgent medical issue, please call your healthcare provider's office. In an emergency, go to your nearest emergency department or call 911.

For non-urgent matters, DSCC will try to provide timely responses to messages sent via the DSCC Family Portal. If your Care Coordinator is out of the office or unavailable, your DSCC Family Portal messages may go to another care team member. Sometimes, your care team members may not be immediately available to respond to your DSCC Family Portal message. You should allow at least two (2) business days for a response. Your DSCC care coordination team will respond to your DSCC Family Portal messages based on the information you provide. If you do not share enough details, they will be unable to provide accurate or reliable services.

Privacy of Electronic Communications

You will receive emails to notify you when new information is available in your DSCC Family Portal account and other DSCC applications. The notifications will go to the email address you provide. The email notifications will not contain confidential health information. Note that any person with access to your email account will be able to see the notification emails.

DSCC Applications Eligibility and Proxy Access

Children under the age of 12 may not create an account for any DSCC application, including the Family Portal. Adolescent minors between the ages of 12 and 17 may request individual access to their own accounts. Parents or guardians may request access to their minor child's account. Note that state and federal laws restrict certain types of information that the parent of a minor child above age 12 may access without their child's consent. Therefore, when a minor participant turns age 12, their parent or guardian can only access limited medical information on the DSCC applications. The parent or guardian may have unrestricted access if the minor participant over the age of 12 has developmental disabilities causing diminished capacity, which their physician confirms. Any proxy access to a parent or guardian will end when a minor participant turns 18 years of age.

How to Request Proxy Access

Parents or guardians of minor participants or individuals 18 years or older may complete a registration form to request proxy access to the DSCC applications, including the Family Portal. Parents or guardians can only access a competent adult's DSCC applications if the individual consents to proxy access. If an adult is not competent to consent, then an adult with legal authority to consent for the adult participant may receive access. For access to DSCC applications, the party seeking access must be able to show the legal right to the participant's medical information. If such a party's legal right to the participant's medical information changes, then they must immediately notify DSCC. DSCC reserves the right to revoke access to a participant's DSCC Family Portal account for any reason.

Username and Password

As part of the registration process, you will create a username and password for your account. It is important to keep your username and password private and confidential. Anyone with your user name and password can access your DSCC applications accounts and view your confidential health information. You should change your password if you suspect it has been compromised. You can update your password in any DSCC applications at any time.

Confidentiality and Security

DSCC treats health information stored in DSCC applications with the same level of privacy and confidentiality as health information stored in any other medium. DSCC is committed to protecting the confidentiality of your health information. We limit DSCC employees' access to your information based on their role in your care. DSCC uses encryption, passwords, firewalls, and audit trails to protect the security of your information. DSCC will also identify the records released and note the date and time that each participant accesses DSCC applications. DSCC has worked to make information received from our online visitors as secure as possible against unauthorized access and use.

For other than general information viewing, DSCC applications offer a high level of encryption technology commercially available. You must access the portal with a Secure Socket Layer (SSL) compatible browser or terminal over HTTPS. You can confirm when you are secure by looking at the location (URL) field. If the URL field begins with https:// (instead of http://), the document comes from a secure server. You can also view the digital certificate to check whether you are connected to any DSCC application. This certificate verifies the connection between DSCC application server's public key and the server's identification. User names and passwords provide two layers of authentication. They are stored in an encrypted database separate from the Internet.

Photo Disclosure. DSCC's electronic care coordination software can store a photo of the participant next to the participant's name. The photo would remain in the DSCC record for use with identification and treatment. DSCC will not release the photo outside of our organization without your authorization, unless it is permitted or required by law or for reasons described in DSCC's Notice of Privacy Practices. Photos may be provided by participants, legal guardians, or taken by DSCC staff.

DSCC may change these Terms as DSCC adds new features and services or as laws or other applicable requirements change and industry privacy and security practices evolve. DSCC will take reasonable steps to notify you of material changes we make to these Terms. We display an effective date on the Terms above so you know when a change occurs. You are responsible for regularly reviewing these Terms. Your continued use of DSCC applications means you accept any revised Terms. It also shows you agree to follow and be held to those Terms. Small changes or changes that do not significantly affect individual privacy interests may be made at any time and without prior notice. If you do not agree to any modified Terms in the future, promptly exit the DSCC application and delete your account.