

Website Terms of Use

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These Terms of Use are entered into by and between you and Welia Health, a Minnesota nonprofit corporation (“we,” “us,” or “Welia Health”) and, together with the Website Privacy Policy, which is incorporated by reference, govern your use of this website and apply to all users of our website located at weliahealth.org (the “website” or “site”). By accessing or using the site or otherwise clicking on an “I Agree” or similar checkbox when presented, you agree to be bound by these Terms of Use and agree to comply with them. These Terms contain certain disclaimers of liability, which you should read carefully. Your only remedy for dissatisfaction with the site is to stop using it.

Additional Features or Services. We may offer site visitors the opportunity to participate in additional features or services, sometimes through links to other or related websites. Some of these features or services may require you to enter into other agreements or authorizations in addition to these Terms of Use before you can use those features or services. In those cases, you may be asked to consent expressly to the special terms, for example, by checking a box or clicking on a button marked “I agree.” This type of agreement is known as a “click-through” agreement. If any of the terms of the click-through agreement are different than these Terms of Use, the terms of the click-through agreement will govern matters covered by the “click-through agreement,” but these Terms of Use will continue to govern general access and use of this website.

Changes in Terms of Use. We have the right to make changes to these Terms of Use at any time. Any change is effective as soon as we post it to the site. If you access or use the site after a change is posted, you are considered to have accepted the changes. You should visit and re-read these Terms of Use often so you are up to date on what they say.

Eligibility. The website is offered and available to users who are 18 years of age or older and reside in the United States. By using the website, you represent and warrant that you are 18 years of age or older and otherwise meet all of the eligibility requirements contained herein. If you do not meet all of these requirements, you must not access or use the website.

Not Medical Advice. The information provided on this website is for educational and informational purposes and for the convenience of our patients and guests. It is not medical advice and is not to be used as the basis for diagnosis or treatment of any condition or illness. It is not a substitute for professional medical advice. Always contact your physician or other healthcare provider with any questions you may have regarding a medical condition or prior to starting any new treatment. The site does not constitute an attempt to practice medicine, nor does it establish a doctor-patient or hospital-patient relationship with you or any user of the site.

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Your Interactive Health Record – “MyChart.” Welia Health participates in a secure program in conjunction with the Excellian electronic health record system sponsored by the Allina Health System to provide controlled access for patients (or their authorized proxies) to certain information maintained in the health record. The program gives secure online access to wellness tools and selected, limited health information in the interactive health record (MyChart) to a patient or a person who the patient chooses (proxy). A patient’s entire health record is not reproduced online in the interactive health record; rather, the interactive health record is a selected part of the information in a patient’s health record, such as prescriptions, basic test results, summary medical history, appointments and similar information. Your provider may decide which types of information to release into your interactive health record.

Note: MyChart is owned and operated by a third-party service provider; it is not owned or operated by Welia Health. Please review MyChart (powered by Allina Health)’s terms and conditions and privacy policy when using MyChart: such terms apply to your use of MyChart.

MyChart provides a means for patients (or authorized proxies) to obtain test results performed at participating facilities. Test results will be delivered electronically to the account in most cases. Individuals can also agree that an electronic copy of their discharge instructions will be provided for each inpatient admission. Please be aware that when a patient and his or her spouse share an account, they will both have access to billing account summary information (this information is not confidential to the patient). If you do not want this feature, please call the Welia Health business office to request a separate account for you and your spouse. We reserve the right to terminate access to your account at any time, for any reason. A user’s access to the account will be terminated if the user has misused or abused the system, violated any terms of use, or used the system for purposes other than those for which it is intended to be used.

Restrictions for Interactive Health Records of Minors. Parents and legal guardians may request access to their minor child’s health information through authorized proxy access (access by one person to another person’s interactive health record (MyChart)). The amount of information the parent will be able to see depends on the age and legal status of the minor. The limits on interactive health record access do not affect any other legal right the parent may have to obtain a minor child’s records. For more information on proxy access, see frequently asked questions (FAQs) in MyChart.

Your Privacy and Security Responsibilities. When you sign up to use your MyChart account, you will be given an activation code. You will use that code to create a username and password. This username and password will allow you to view your interactive health record, submit comments that may become part of your health record, and in some cases, communicate with your healthcare providers. It is important that you keep your access code, username, and password completely confidential and secure. You should change your password immediately if you believe that your security may have been compromised; you should also immediately contact the MyChart technical support center (866.301.6698) to report any suspected breach of the security of your username and password. In addition, you should change your password regularly to help keep your account secure. You can change your password online at any time. The privacy of your health information is carefully protected by your healthcare providers.

If you have any questions about the security of your password, please call 866.301.6698.

You have the option to upload a profile picture to your account, which will also assist in verifying your identity when you receive care and services from providers. When you upload your photograph, it will be reviewed

and may be included in your electronic health record (MyChart), where it will be visible to individuals with access to your health record and be shared with our affiliate partners in accordance with our Privacy Policy. It is your responsibility to ensure that your photograph is appropriate and that you are the only individual depicted in the photo. If you do not want your photo to be included in your account or your health record, you should not upload it.

Messaging. For all urgent medical matters, contact your physician's office by phone, go to an emergency room, or dial 911. All messages to you from your Welia Health provider are sent over a secure, encrypted connection. You may receive email messages at the email address you provided to us. These messages will notify you of new messages in your account but will not contain any confidential medical information. You will need to sign in to your MyChart account to access the full message. Any person with access to the email account to which these messages are sent will be able to see the notifications.

Shared Electronic Health Records. If you gave consent to share your electronic health record with affiliated partners, you will be able to access all health information across all participating organizations through the interactive health record (MyChart). If you declined consent to share your electronic health record with affiliated partners, you will have multiple accounts, one for each organization, each with its own username and password. You will need to sign in to the specific account for each organization in order to view your health information for that organization.

Transactions. If the website allows for the ability to pay for services or otherwise make payments (collectively, "Transactions"), you may be asked to supply certain relevant information, including your credit or payment card number and expiration data or similar payment information and billing information. You represent and warrant that you have the right to use any payment method that you submit in connection with a Transaction, and by submitting such information, you grant Welia Health the right to provide such information to third parties for the purposes of facilitating the Transaction. You acknowledge and agree that Welia Health is not responsible for how any third-party payment processor transmits, stores, uses or shares your information.

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Contact Information. You may direct questions or concerns about these Terms of Use by emailing PrivacyOffice@WeliaHealth.org or in writing to:

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