

Welcome to Preferred Therapy Services Portal

(Service Agreement)

You will need to create a username and password. There are minimum standards required for passwords and we strongly suggest to routinely change it for your protection. There may be additional codes required for access, questions requiring personal answers only you would know, random numbers or temporary passwords. Specific computer requirements to access our portal may also be needed to navigate the portal.

You can change your username and/or password on the portal or get assistance by calling 817 508 0030, 8am - 5 pm, M-F; after 5pm until 7pm and Sat 8-10am, call 682.240.4574. You can also change, update or alter your user name and password at any time. Keep it safe and secure.

You are responsible for keeping your password confidential.

Even though our portal is encrypted for security and protection of the information it contains, please contact us immediately at 817 508 0030, 8am - 5 pm, M-F; after 5pm until 7pm and Sat 8-10am, call 682.240.4574 if:

1. Your password may have been lost or stolen.
2. Your mobile phone, tablet or related technology used to access the portal is stolen, lost or compromised.
3. Unauthorized person viewed or downloaded your records without your permission.

Note: You are responsible for the access to the portal and the medical documents viewed, downloaded or printed using your security clearance you set. You will be responsible to the extent permitted by State and Federal Law for any unauthorized use of your username and password, security or authentication technique. Preferred Therapy Services will not be held responsible under HIPAA for any unauthorized access, dispensing, misuse or lost documents accessed, or taken in possession by you.

Your Responsibilities

You are responsible for:

- Keeping your username and password confidential.
- Actions taken by anyone using the portal after signing in with your username and password, or any controls. We are entitled to rely and act upon instructions received under your username and password.
- For ensuring that you have signed off when finished and preventing unauthorized persons from using the service.
- Ensuring your computer operating system, software, browser version, plug-ins and anti-virus software are all current and up-to-date.
- Ensuring the proper equipment and software necessary to access the portal is acquired.
- Ensuring you have, and maintain, a valid email address.
- Not to access or download where it is prohibited by the U.S.
- Understanding that this agreement takes effect upon your first access to the portal and applicable laws and provisions remains active even after terminating the service.
- Understanding when any legal action is taken, this agreement will be reviewed under Texas Law and the prevailing party will be entitled to recover costs and attorney fees.

You agree that you will:

- Be the only user of your username and password, that you won't transfer or disclose any of this information to any other person.
- Authorize Preferred Therapy Services to provide you access to our online portal.
- Be responsible for all portal usage.
- Immediately notify us at 817 508 0030, 8am - 5 pm, M-F; after 5pm until 7pm and Sat 8-10am, call 682.240.4574 to report any unauthorized use of your username or password.
- Comply with all security measures taken by PTS to secure the portal and its information.
- Provide true, accurate, current and complete information about yourself as requested.
- Not misrepresent your identity.
- Not use the Service for illegal purposes.
- Comply with all regulations, HIPAA, policies and procedures of networks and services related to the portal and its workings.

- Not use the Service in a way that disrupts the Service or the networks through which you access or use the Service.
- Not access or attempt to access any Service account for which you have no access authorization, or duplicate, modify, distribute or display any of the data or files from any such account.
- Be responsible for and provide all computer, telephone, and other equipment, software (other than any software provided by us) and services necessary to access the Service.
- Not hold Preferred Therapy Services, its officers, employees, contractors responsible for any of your actions resulting in fraud, manipulation or not to breach this agreement.
- Not hold Preferred Therapy Services, its officers, employees, contractors responsible for and damages, direct or indirect, special or punitive or consequential damages.
- Not hold Preferred Therapy Services, its officers, employees, contractors responsible for damages resulting in natural disasters, like fires, floods or extreme weather conditions, power outages, failures or cyber attacks.
- Not hold Preferred Therapy Services, its officers, employees, contractors responsible for misuse or equipment failure.
- Understand that you may not always have access to the portal due to maintenance or issues unforeseen that limit or temporarily disable service.
- Not hold Preferred Therapy Services, its officers, employees, contractors responsible for ensuring that you have signed off on our portal access.
- Maintain valid information to access the portal.
- Maintain your equipment needed and used to access our portal.
- Understand that we may place cookies and other identifiers on the computers and Mobile Devices you use to access the Service.
- You authorize your wireless operator (AT&T, Sprint, T-Mobile, US Cellular, Verizon, or any other branded wireless operator) to use your mobile number, name, address, email, network status, customer type, customer role, billing type, mobile device identifiers (IMSI and IMEI) and other subscriber status details, if available, to allow verification of your identity and to compare information you have provided to us with your wireless operator account profile information for the duration of the business relationship.

That you understand:

- That if there is a legal matter, you will cooperate with us , but not speak or make a decision on our behalf unless discussed and agreed in advance.
- If you access this portal outside the U.S., you do so at your own risk.
- That you are not a person or entity prohibited to access this portal or download its contents.
- You cannot transfer this agreement to another. This agreement is specifically assigned to you and your ability to access our portal.
- Any requests or changes to your account by you will not take effect until we are notified and the changes received through the mode the user chooses to deliver the information to us.
- That you are accessing a secure portal

Our Responsibilities

- We do not warranty the service will not be interrupted or limited due to maintenance and unforeseen issues.
- We will contact your or communicate through the portal, phone or valid email address.
- We do not sell or share your information unless permitted by law. Please reference our privacy policy.
- If we have cause to believe that actions are not authorized by you, we will suspend the action and portal access.
- We will not take action or perform requests if it violates our policies or agreement.
- We will not take action or perform requests if it ensure protection for you and Preferred Therapy Services.
- We may, at any time, change the terms of this agreement.
- If changes to this agreement are made, we will update the change before the effective date, unless the nature of the change demands immediate implementation.
- We can abandon or reactivate the portal at anytime and at our discretion.
- Applicable laws and provisions of this agreement will remain in force even after terminating access to our portal or the termination of the portal service.
- We may transfer this agreement to future owners should Preferred Therapy Services be bought, sold or placed under new management.
- We may contact you about your access
- We may contact you about the care we provide you or your family member..

Signature

Date