

PARAMEDICS PLUS BILL PAY™ TERMS AND CONDITIONS OF USE
PLEASE READ CAREFULLY

Welcome to PARAMEDICS PLUS BILL PAY™ (the “Patient Portal”).

PARAMEDICS PLUS BILL PAY™ is an internet application that allows a patient to securely pay bills related to any Paramedics Plus ambulance transport / service.

DO NOT ATTEMPT TO ACCESS EMERGENCY CARE OR URGENT CARE THROUGH THIS PATIENT PORTAL. IF YOU THINK YOU HAVE A MEDICAL OR PSYCHIATRIC EMERGENCY, CALL 911 IMMEDIATELY OR GO TO THE NEAREST HOSPITAL.

This Patient Portal is provided by Paramedics Plus and powered by Salucro™, and it is referred to as "PARAMEDICS PLUS BILL PAY™," "we," "us," "Salucro™" or "our." The term "you" or "your" refers to you as the person who is authorized to access the patient information displayed in the Patient Portal. Paramedics Plus, LLC is a subsidiary of ETMC Regional Healthcare System, a Texas nonprofit health system that owns and/or operates acute care hospitals, rehabilitation hospitals, clinics, physician practices, emergency medical service providers, FirstNet™ and other health-related entities.

When the term “you” is used below, it generally refers to the person who is authorized to access the Paramedics Plus patient’s information but may also refer to the patient. In most cases the authorized person and the patient will be one and the same, but adults will often have access to information for a minor child, and in some cases adults may have access to a Patient Portal account for another adult due to disability or incapacity or because they serve as the guarantor for a patient. Your user name and password protect the confidentiality of your information. Please **DO NOT** share your user name and password with anyone. If you share your user name and password, you may compromise the security of your information in the Patient Portal.

IF YOU WISH TO USE PARAMEDICS PLUS BILL PAY™ (THE “PATIENT PORTAL”), YOU MUST READ AND AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

By accessing or using the Patient Portal, you agree to be bound by the Terms and Conditions of Use set forth below, which may be updated from time to time without notice to you. It is important to review the Terms and Conditions of Use periodically as we may modify it at any time, and you agree that such modifications are effective and binding upon you immediately upon posting of the modified version. Each use of this Patient Portal by you constitutes your request for and authorization of the release of your billing records to you.

The Terms and Conditions of Use consist of three (3) parts, and it is both an AGREEMENT between you and us and also our policy in making this Patient Portal available to you.

Part 1: The Services Provided Through the Patient Portal

1. Use of Patient Portal. This Patient Portal provides access to your ambulance bills. We hope the information provided to you will streamline your bill paying process. However, the information and online services provided through this Patient Portal are not meant to replace other approaches to paying your ambulance bills. Please contact the billing department of Paramedics Plus to learn more about and/or to set-up alternate payment options or if you have any questions about billing policies or want to discuss your bill.
2. Other Links. This Patient Portal may contain links to non-ETMC Internet websites or services. Any links are provided for your convenience only. We do not control such Web sites, and we are not responsible for the content or performance of those sites. The inclusion of links to other websites does not imply any endorsement of the material on the websites or any association with their operators. Use of other sites is strictly at your own risk, including but not limited to any risks associated with destructive viruses.

Part 2: PARAMEDICS PLUS BILL PAY™/Patient Portal Privacy and Security Practices

For a complete description of how your health information is handled, please refer to the ETMC Regional Healthcare System Notice of Privacy Practices, which can be found by [clicking here](#).

In addition, to maximize the security and privacy of the Patient Portal, PARAMEDICS PLUS BILL PAY™ and you agree to the following:

1. Access Requirements. When you are provided access to PARAMEDICS PLUS BILL PAY™, you are authorized to access and use the Patient Portal in accordance with these Terms and Conditions of Use and in compliance with all applicable laws, rules and regulations.
2. Environmental Appropriateness. You are solely responsible for choosing an appropriate environment from which to log into the Patient Portal.
3. Logout. You are responsible for always logging out of or exiting the Patient Portal before leaving your computer.
4. Patient Portal Security. We do not sell or rent any personal information we receive through your use of this Patient Portal. This Patient Portal has security measures in place to help protect against the loss, misuse, or alteration of information under our control. These measures include encryption of data using the Secure Socket Layer (SSL) system and those technologies required by federal and/or state law related to the transmission of electronic payment information.
5. Email Messaging. Patients who use the Patient Portal may receive notifications (such as

payment receipts) via e-mail. This means that any person with access to the patient's email account may see this notification. This could include your spouse, employer or anyone else with access to your email account. Although no specific medical information will be included in the email, the notification that new medical information is available on the Patient Portal may be information that you would not want others to know. You should keep this in mind when providing an email account.

Part 3: Other Terms and Conditions of the Patient Portal

1. Patient Portal is a Secure Website. This Patient Portal is a secure internet website provided and maintained by and proprietary to ETMC, on behalf of itself and its subsidiaries. Unless we have specifically authorized you to access the Patient Portal, it may be a violation of state and/or federal law to access this Patient Portal. Use of another's user name and password is not permitted and does not amount to authorization to use this Patient Portal.
2. Investigations, Security Review and Audit. You agree to cooperate with investigations, security reviews or audits related to use of the Patient Portal.
3. Minimum Requirements. You may access the Patient Portal at any time via your personal computer or mobile device. You are solely responsible for keeping your computer secure, including updating it and its applications with required upgrades, updates and security patches available from third parties, and ensuring that it meets certain minimum technical specifications.
4. Patient Portal Unavailability. There may be times when the Patient Portal is unavailable due to maintenance and support activities. We shall make reasonable efforts to limit such activities to off-peak hours.
5. Warranty Disclaimer. THIS SITE AND ITS CONTENT AND SITE-RELATED SERVICES ARE PROVIDED "AS IS," WITH ALL FAULTS, WITH NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. YOU ASSUME TOTAL RESPONSIBILITY AND RISK FOR YOUR USE OF THIS SITE, SITE-RELATED SERVICES, AND HYPERLINKED PATIENT PORTALS AND YOU ASSUME TOTAL RESPONSIBILITY AND RISK FOR ANY OF YOUR INFORMATION THAT IS NOT INCLUDED IN THE PATIENT PORTAL OR IS OUT OF DATE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY PARAMEDICS PLUS BILL PAY™ NOR ITS AUTHORIZED REPRESENTATIVES SHALL CREATE A WARRANTY NOR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
6. Limitation of Liability. PARAMEDICS PLUS BILL PAY™, ITS PARENT, SUBSIDIARIES, AFFILIATES, AND THEIR RESPECTIVE OFFICERS, TRUSTEES, DIRECTORS, EMPLOYEES,

AGENTS AND CONTRACTORS AND ANY OTHER THIRD PARTIES MENTIONED ON THIS SITE ARE NEITHER RESPONSIBLE NOR LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES (INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM PERSONAL INJURY, LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION) ARISING OUT OF OR RELATING IN ANY WAY TO THE SITE, SITE-RELATED SERVICES AND PRODUCTS, CONTENT OR INFORMATION CONTAINED WITHIN THE "SITE," AND/OR ANY HYPERLINKED PATIENT PORTAL, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE SITE, SITE-RELATED SERVICES, AND/OR HYPERLINKED PATIENT PORTALS IS TO STOP USING THE SITE AND/OR THOSE SERVICES. IF AND TO THE EXTENT APPLICABLE LAW DOES NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEN THE ABOVE LIMITATION OR EXCLUSION WILL BE LIMITED AS REQUIRED BY APPLICABLE LAW.

7. Copyrights. Except as otherwise indicated, all content on this site is the property of ETMC and/or its licensors and is protected by law and may not be used by you except in connection with your usage of the Patient Portal in accordance with these terms and conditions.
8. Trademarks and Service Marks. The names, words, symbols, and graphics representing PARAMEDICS PLUS BILL PAY™ is the trademark or registered trademark of ETMC Regional Healthcare System and Paramedics Plus, LLC and is protected by trademark laws of the U.S.A. and other countries. Other proprietary names, words, symbols and graphics may be designated as such from time to time on this site through use of the TM, SM, or ® symbols. Users of this site are not authorized to make any use of the ETMC marks, including, but not limited to, as metatags or in any other fashion which may create a false or misleading impression of affiliation or sponsorship with or by Paramedics Plus.
9. Infected or Corrupted Materials. To the extent files are available for download through the Patient Portal, you understand that PARAMEDICS PLUS BILL PAY™ cannot and does not guarantee or warrant that such files will be free of infection or viruses, worms, Trojan horses or other code that manifest contaminating or destructive properties.
10. Other Terms. By visiting or using the Patient Portal, you agree that the laws of Texas, without regard to principles of conflict of laws, will govern this Terms and Conditions of Use and any dispute of any sort that might arise between you and ETMC, or any of our affiliates. You agree not to commence or prosecute any action in connection therewith other than in the state and federal courts of Texas, and you hereby consent to, and waive all defenses of lack of personal jurisdiction and forum non conveniens with respect to venue and jurisdiction in the state and federal courts of Texas. A waiver of any term or condition of this shall not be construed as a waiver of any other terms and conditions of this Terms and Conditions of Use, nor shall any waiver constitute a

continuing waiver.

11. Contact Information. If you have any questions about these Terms and Conditions of Use, please contact PARAMEDICS PLUS BILL PAY™ by telephone at 800-622-4749 Monday through Friday from 8 a.m. to 5 p.m.

TERMS AND CONDITIONS OF USE DATE: July 1, 2014

BY ACCESSING OR USING THE PARAMEDICS PLUS BILL PAY™ WEBSITE, YOU ARE AGREEING TO BE BOUND BY THE PARAMEDICS PLUS BILL PAY™ TERMS AND CONDITIONS OF USE. IF YOU DO NOT AGREE TO THE PARAMEDICS PLUS BILL PAY™ TERMS AND CONDITIONS OF USE, DO NOT ACCESS OR USE THE WEBSITE OR SERVICES OF PARAMEDICS PLUS BILL PAY™.