

SYBH Client Portal: Terms and Conditions

Welcome to the Sutter-Yuba Behavioral Health (SYBH) Client Portal (“Portal”). Please read these Terms and Conditions (“Terms”) carefully before accessing or using the Portal. By accessing or using the Portal, you confirm that you have read, understood, and agree to be bound by these Terms.

1. Portal Hosting and Management

This Portal is hosted by Credible, the electronic health record (EHR) system used by Sutter-Yuba Behavioral Health. The Portal is configured through settings within the Credible EHR, with support provided by Kings View Professional Services on behalf of Sutter-Yuba Behavioral Health.

Credible hosts and maintains the Portal website, servers, and system infrastructure. Kings View Professional Services does not host the Portal and does not have access to or control over the Portal website, servers, or infrastructure.

Kings View Professional Services and Credible do not control, manage, or endorse the content or services available through the Portal.

2. User Eligibility and Responsibilities

Access to the Portal is granted to authorized users only, as determined by Sutter-Yuba Behavioral Health. Users are responsible for maintaining the confidentiality of their login credentials and for all activity occurring under their accounts. Unauthorized access or use is strictly prohibited.

SERVING THE SUTTER-YUBA COMMUNITY SINCE 1969
TTY-CRS 800-735-2929

Adult Outpatient Services: 822-7200
Wellness & Recovery: 822-7200
Forensic Services: 822-7200

Psychiatric Emergency Services: 673-8255
Psychiatric Health Facility: 822-7209
Substance Use Disorder Services: 822-7200

Youth Services: 822-7513
Children's System of Care: 822-7478
Prevention Services: 674-1885

3. Confidentiality and Privacy

The Portal is designed to comply with all applicable federal and state laws governing the privacy and security of health information, including HIPAA. Your use of the Portal is subject to Sutter-Yuba Behavioral Health's Notice of Privacy Practices, which explains how your personal and health information is collected, used, and protected. Please review the Privacy Practices here: [Notice of Privacy Practices](#).

4. Data Use and Security

While Kings View and Credible implement reasonable security measures to protect Portal data, no system can guarantee absolute security. Users acknowledge the inherent risks of electronic communication and agree to take appropriate precautions to protect their account information.

5. Access and Use

Sutter-Yuba Behavioral Health reserves the right to modify, suspend, or terminate Portal access at any time without prior notice. Use of the Portal is for authorized purposes only, and misuse may result in revocation of access.

6. General Information Is Not Medical Advice

The Content on the Portal, is NOT considered medical advice or treatment rendered and is not intended in any way to be a substitute for direct patient care. In more specific terms, the content is not intended for use in the diagnosis, cure, treatment, or prevention of any disease and must never be relied on to make medical or clinical decisions regarding your care. Always seek the advice of a provider or other qualified healthcare professional who is properly licensed to practice medicine or provide healthcare in your jurisdiction concerning any questions you may have regarding any information obtained from the Portal and any medical condition you believe may be relevant to you. Never disregard professional medical advice or delay in seeking it because of something you have read on the Portal. Information obtained on the Portal is not exhaustive and does not cover all diseases, ailments, physical conditions, or their treatment. You should always seek a direct, in-person appointment with your provider to assess any health related concerns so a proper diagnosis and treatment can be administered.

7. Limitations of Liability and Disclaimers

The Portal and all services are provided "as is" without warranties of any kind. Sutter-Yuba Behavioral Health, Kings View, and Credible disclaim all warranties, express or implied, including but not limited to merchantability, fitness for a particular purpose, and non-infringement. None of the parties shall be liable for damages arising from use or inability to use the Portal.

8. Indemnity



You agree to indemnify, defend, and hold harmless Sutter-Yuba Behavioral Health and its participating agency clients, providers, directors, employees, agents, and workforce members, and their respective successors and assigns, from and against any and all claims, demands, liabilities, costs, or expenses whatsoever, including, without limitation: legal fees and disbursements resulting directly or indirectly from (i) your breach of any of the terms and conditions of this Agreement; (ii) your access to, use, misuse, reliance upon, or inability to access or use the Portal; (iii) your use of, reliance on, publication, communication, distribution, printing, uploading, or downloading of anything (including the content) on or from the Portal.

9. Conduct Regarding Document Uploads (“Submissions”)

The Portal may provide a feature which allows you to upload (“post”) “Submissions” in the form of text, pictures, documents or other files to the Documents area of the Portal that are then accessed by your behavioral health agency's staff or provider. This feature is intended for use by you to submit files and documents to your provider electronically in place of, or in addition to sending documents through the mail or visiting your provider in-person. Sutter-Yuba Behavioral Health reserves the right at all times to preserve any information as required to cooperate with any law enforcement requests, or to edit, refuse to post, or refuse to remove any upload, in whole or in part, that, in Sutter-Yuba Behavioral Health's sole discretion, are objectionable or in violation of this Agreement. You acknowledge that you alone are responsible for the content of your Submissions and the consequences thereof. When using any of the features of the Portal which allow you to post, upload, or make Submissions, it is a condition of your use that you DO NOT:

- a) Restrict, intimidate, or inhibit any other user from using and accessing the Portal, interfere or attempt to interfere with the proper workings of the Portal, or do anything, which in the sole discretion of the Sutter-Yuba Behavioral Health, imposes an unreasonable or disproportionately large load on the Portal infrastructure;
- b) Post or transmit any unlawful, abusive, defamatory, indecent, obscene, inaccurate, false or misleading information of any kind, including, without limitation: any submission constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any local, state, or federal laws or regulations;
- c) Upload any materials which contain a virus, malicious code, or computer payloads of any kind intended to do harm to user or computer; which includes but is not limited to, denial of service attacks, gaining access to another user's account, stealing personal information, or otherwise exploit the “System” or “Data” for personal gain.
- d) Use or “mine” the Portal for unsolicited purposes – commercial or otherwise, including, without limitation: posting, uploading, or transmitting any material which contains advertising, which engages in commercial activities, solicitations or sales, or which involves contests, sweepstakes, advertising, or pyramid schemes.

10. Intellectual Property



All content, trademarks, and intellectual property on the Portal remain the property of Sutter-Yuba Behavioral Health or their respective owners. Unauthorized use of these materials is prohibited.

11. Electronic Signatures

Some of the Submissions within the Portal make use of Electronic Signatures, as defined by the ESIGN Act of 2000. You agree to accept electronic signatures in place of ink-and-paper signatures for the purposes of interacting with the Portal.

12. Governing Law and Dispute Resolution

These Terms and Conditions are governed by the laws of the State of California. Any disputes related to the Portal shall be resolved in the appropriate courts of California.

13. Severability

The invalidity or unenforceability of any provision of these Terms or any covenant contained herein shall not affect the validity or enforceability of any other provision or covenant contained herein and any such invalid provision or covenant shall be deemed severable from the rest of these Terms.

14. Contact Information

If you have any questions regarding these Terms and Conditions or the Portal, please contact Quality Assurance Office at 530-822-7200.

