

WEB TERMS AND CONDITIONS OF USE POLICIES

Policy Name	Web Terms and Conditions of Use Policies	Effective Date: October 2026
Policy Number	ADM_PTCU_WEB	Next Review: 2028
Prepared / Reviewed by: PCC-SEAM	HEAM Institutional Approval  Jorge L. Matta Serrano, MHSA Executive Director  Ricardo Hernandez, Director Information and Technology (IT)	*Revision Date: October 2026

1 Scope and acceptance

These Terms and Conditions of Use govern access to and use of the website, mobile pages, and public digital services operated by Hospital Español Auxilio Mutuo de Puerto Rico (collectively, the "Site"). By accessing or using the Site, you accept these Terms. If you do not agree, you must refrain from using it.

2 General information and no medical advice

The content of the Site is provided for general informational and educational purposes. It is not a substitute for evaluation, diagnosis, advice, or treatment by a qualified healthcare professional. Use of the Site alone does not create a physician-patient relationship or guarantee the provision of services.

3 Medical emergencies

The Site is not designed to address emergencies and must not be used to request urgent assistance. If you believe you are experiencing a medical emergency, call 9-1-1 immediately or go to the nearest emergency department.

4 Accuracy and availability

The Hospital seeks to maintain accurate and current information, but it does not guarantee that all content is error-free, complete, or available at all times. Hours, services, participating physicians, coverage, prices, and other information may change. Clinical and administrative information applicable to a particular case must be confirmed directly with the Hospital.

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5 Permitted use

You may use the Site only for lawful, personal, and informational purposes. You may not interfere with its operation, attempt to obtain unauthorized access, introduce malicious code, collect information through unauthorized automated means, impersonate another person, or use the content in a manner that infringes the rights of third parties.

6 Intellectual property

The content of the Site, including text, designs, photographs, videos, graphics, logos, trademarks, and software, belongs to the Hospital or is used with authorization. Unless otherwise indicated, it may be viewed or printed for personal, noncommercial use. No content may be copied, modified, distributed, published, sold, or otherwise exploited without prior written authorization.

7 Third-party links and services

The Site may contain third-party links or tools. They are provided for convenience and do not imply endorsement. The Hospital does not control and is not responsible for the content, availability, security, or privacy practices of external sites. Use of those services is governed by their own terms and policies.

8 Accounts and portals

Access to the Patient Portal or other authenticated services may be subject to additional terms. You are responsible for protecting your credentials and immediately reporting any unauthorized use. These Terms do not replace the specific agreements applicable to those portals.

9 Disclaimer of warranties and limitation

To the extent permitted by law, the Site is provided "as is" and as available. The Hospital will not be liable for damages arising from the use of or inability to use the Site, except where applicable law provides otherwise. Nothing in these Terms limits rights that cannot legally be waived.

10 Governing law

These Terms will be interpreted in accordance with the applicable laws of the Commonwealth of Puerto Rico and the United States. Any dispute will be subject to the competent jurisdiction, without prejudice to nonwaivable rights.

11 Changes and contact

HEAM may update these Terms. The current version will be identified by its review date. For questions about these Terms, contact us by email at cdavila02@auxiliomutuo.com.