

## MYCHART PATIENT PROXY ACCESS INFORMATION

At **OCHIN**, we strive to make it easy for you to stay connected to your child's or loved one's health care information through MyChart. Proxy access allows a parent, legal guardian, or other designated individual to manage a patient's MyChart account and health information. Below is an overview of how proxy access works at various stages of a patient's life.

### Parent or Legal Guardian of Patients Under Age 12

Children under the age of 12 **are not eligible to have their own MyChart account**. Instead, a **parent or legal guardian** must be designated as the **proxy** to manage the child's health information on MyChart. A parent or legal guardian is granted **full proxy access** to the child's MyChart account, allowing them to view and manage the child's health information (appointments, medications, test results, etc.).

- **How to Set Up Proxy Access:**  
Proxy access can be granted by your clinic. Proof of parenthood or legal guardianship will be required to link the accounts.
- **Access Expiry at Age 12:**  
Once the child turns 12, the proxy access **expires automatically**. The teen must then create their own MyChart account to manage their health information independently.

### Parent or Legal Guardian of Patients Aged 12-17

When a patient turns 12, their MyChart account is treated differently due to privacy laws. **Limited proxy access** is available to parents or legal guardians of patients between the ages of 12 and 17.

- **Limited Proxy Access:**  
For patients aged 12–17, parents or legal guardians will have **limited proxy access** to view certain information in MyChart. The available access includes:
  - **Viewable Information:**
    - **Allergies**
    - **Share My Record:** Proxies can view and edit their own connected devices, but not the patient's connected devices.
    - **Message Center:** Proxies can view the **Inbox** tab and receive confidential messages. However, they cannot access the **Sent** tab. Whether the proxy can view a specific confidential message is determined by the provider and sender.
  - **Restricted Information:**  
Proxy access does **not** include the following information for patients aged 12-17:
    - **PPD TB Test**
    - **Asthma Action Plan**
    - **Care Plan**
    - **Safety Plan**
    - **Immunizations**
    - **Medical History**

## Adult Accessing Adult

Once a patient turns 18, they are legally an adult and have full control over their MyChart account. However, if an adult would like to grant a spouse, family member, or caregiver access to their health information, they can designate that person as an **Adult Accessing Adult** proxy.

- **How to Set Up Adult Proxy Access:**

Follow your clinic's policy and procedure for appropriate documentation when adding **Adult Accessing Adult Proxy** access. Adult Proxy access can be granted by your clinic or can be requested through the Sharing Hub in MyChart.

## Diminished Capacity Proxy

If a patient is unable to manage their MyChart account due to medical reasons, a **Diminished Capacity Proxy** may be assigned. This proxy is typically used for patients who are unable to make decisions for themselves due to a mental or physical condition.

- **How to Assign a Diminished Capacity Proxy:**

A Diminished Capacity Proxy can be assigned to any patient as appropriate. Documentation requirements are determined by your clinic.

## Important Notes:

- **Proxy access for minors** (under age 18) is based on age and legal requirements. As a parent or guardian, your proxy access may change once your child reaches certain milestones (such as turning 12 or 18).
- **Revoking Proxy Access:** Proxies can be removed by the patient (or teen) at any time through MyChart. To remove or modify proxy access, they can simply go to **"Profile"** in MyChart, select **"Personalize"**, and manage their proxies.
- **Confidentiality:** Proxy access is designed to balance parental involvement with the privacy rights of minors. For teens aged 12-17, certain health information is restricted by law.

For questions regarding this document, or to request updates to this document, please open a Learning Management Systems (Ella) JIRA. Last update: 11/22/2024.