
FREQUENTLY ASKED QUESTIONS ABOUT PROXY ACCESS

What is proxy access?

Proxy access allows you to share your health record or gain access to another person's health record through your MyHealthMate/MyChart account. Proxy access is helpful if you manage the care of a child or another adult. When you receive proxy access to a child's or adult's interactive health record, you'll be able to access many of the same online features you do with your own account.

There are different types of proxy access available:

- **Proxy access for children** (0 – 11 years old) is designed to help you manage your child's health care needs. As proxy, you will have full access to the information in the child's health record.
- **Proxy limited 'default' access for teens** (12 – 17 years old) provides limited access to the teen's health record. As proxy, you will not have access to information about confidential medical services, including pregnancy or reproductive counseling, drug and alcohol treatment, sexually transmitted disease and hepatitis B.
- **Coming soon - Proxy 'full' access for teens** (12 – 17 years old) requires the teen to sign an authorization form granting access.
- **Proxy access for adults** (18 years and older) enables you to access an adult's health record, such as a spouse or parent. As proxy, you will have full access to the information in the adult's record.

How can I get proxy access to my Newborn's health record?

Proxy access will be offered to the birth mom upon delivery at Community Regional Medical Center or Clovis Community Medical Center and allows the parent to communicate with the newborn's provider and access their health information. If the birth mom already has an established MyChart account, the birth mom will receive proxy access to their newborn in MyChart Bedside and MyChart. Exceptions will be made for adoption, surrogate or safe surrender cases.

What if I'm requesting proxy access for multiple children (0-11)?

If proxy access is requested for more than one child, a separate form must be completed for each child.

What happens to proxy access when the child turns 12?

Parents/guardians that currently have proxy access to their minor's, 0-11 years of age, MyChart account access will automatically change from full access to the limited 'default' access on the minor's 12th birthday.

Why are you limiting my access to my teen's health record?

California law limits parent/legal guardian access to certain health information once a minor turns 12, except in those circumstances in which the minor lacks the capacity to make health care decisions.

How can I get proxy access to my teen's health record?

Limited 'Default' Proxy Access may be granted during registration or upon submission of a proxy access request form by the parent/legal guardian. Teen default proxy access is limited to Telemedicine video visit appointments, upcoming appointments and provider messaging on behalf of the teen. Default access will be terminated on the teen's 18th birthday.

Coming soon - 'Full' Proxy Access may be granted by the teen after discussion between the teen and their provider occurs and the teen has signed an authorization form. MyChart Teen Full Proxy Access automatically expires one year from the date it was established and will not be reactivated until a new authorization is filled out.

What happens to proxy access when the child becomes an adult?

When a patient turns 18, all proxy access is disabled automatically. To re-instate proxy access, the patient must follow the instructions for granting adult proxy access.

How can I give proxy access to a family member or caregiver (adult-to-adult)?

Patients can give access to a family member, close friend or caretaker who are helping them track their health. The patient will need to access their own MyChart account by following these steps to grant their care giver access:

1. Log in to MyChart via the MyHealthMate app or MyChart mobile
2. Click on the main menu
3. Scroll down and select "Sharing hub"
4. Select "Family member"
5. Select "Give ongoing access"
6. Select "Invite someone"
7. Read information and enter email of desired person to give access

[\(Click here to view tip sheet \)](#)

How can I get proxy access for a teen or adult family member that lacks the capacity to make health care decisions?

You will need to submit a proxy access request form, documents verifying your legal authority for the patient and provide a letter from the provider confirming the patient is without decision-making capacity or documentation in the medical record, written by the provider, supporting the patient's inability to make decisions.

Can proxy access be revoked?

The patient can revoke proxy access directly in MyChart by accessing the Preferences Tab, select Personalize, and select the proxy that should be deactivated. There may be more than one proxy on the MyChart account.

STILL HAVE QUESTIONS?

Call our Help Center at (559) 459-4142 or email MyHealthMate@communitymedical.org.