

# Help family members track their health care

# MyChart

by Hawai'i Pacific Health

## Sign up for proxy access for children or adults

MyChart allows approved individuals, such as parents of minor children, legal guardians, or adult children who have health decision-making authority for their parents, to have access to the medical records of family members.

To obtain authorized access, you should complete the child or adult Proxy Access Form (found under MyChart FAQs) and return it to the doctor's office where your child or the adult receives their care.

### PROXY ACCESS FOR CHILDREN

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows:

- When the child is 13 years old or younger, a parent or legal guardian with proxy access has complete access to the child's medical record.
- When the child turns 14 and through the age of 17, proxy access will be limited to certain kinds of information and MyChart functions.
- When the child becomes an adult at 18 years of age, a parent will no longer have proxy access.
- In the case of legal guardians, depending on the situation and capacity of the now 18-year old to manage his or her own health care, proxy access may be continued upon request and review.

### PROXY ACCESS FOR ADULTS

Adult patients 18 and older generally monitor and manage their own MyChart accounts. However, if a patient turns 18 and wants or needs to have another adult serve as proxy representative, that young-adult patient can complete a Proxy Authorization Form. The most common example of proxy access for adult patients is when older parents want their health care managed by their adult children.



## **Can I view a family member's health record in MyChart?**

Yes, you can. This is called Proxy access and allows a parent (or guardian) or authorized adult to view a family member's chart. To do so, you must first log into your own personal MyChart account, after which you can view the account of the child or adult for whom you have proxy authorization.

## **How do I get proxy access to a family member's account?**

You must have your own MyChart account and authorized proxy access. If the patient is a child through the age of 17, the child's parent can request and complete the Proxy Authorization Form. If the patient is an adult 18 and older, the patient can request and complete the Proxy Authorization Form.

You can obtain the MyChart Proxy Authorization Form by requesting it at your next visit to the clinic. Proxy access is usually activated within 4 business days.

**ASK FOR THE FORM IN PERSON** Adult patients can ask for a proxy form when they visit the clinic or hospital. You can also complete and turn it in at that time.

**DOWNLOAD THE FORM FROM YOUR COMPUTER** The Proxy Authorization Form is posted on the login page at [www.HawaiiPacificHealth.org/MyChart](http://www.HawaiiPacificHealth.org/MyChart).



- A** Click ENROLL NOW Button
- B** Click Request Online Button at bottom of screen by No Access Code?
- C** Under Help Family Members Track Their Health Care – click on blue Proxy Activation Form
- D** Print it out, complete the form, and turn it in to your doctor's office.