



UMass Memorial Healthcare

Guidelines for Permitting Access to a patient's MyChart Record by an Individual Other than the Patient

The UMass Memorial Health Care MyChart online record system allows individuals other than the patient to view the patient's MyChart record and communicate with the patient's clinical team under certain conditions. *MyChart communications are restricted to non-urgent matters.*

In MyChart, the individual who is permitted access to a patient's record is called a MyChart Proxy. Access is granted to a MyChart Proxy after appropriate forms are completed by the patient &/or MyChart Proxy and then processed by the patient's physician's office.

Please note that MyChart proxy access for MyChart is different from a Health Care Proxy. A Health Care Proxy is a document that a patient uses to appoint a Health Care Agent, who can then make medical decisions for a patient when the patient is incapacitated. A Proxy for MyChart purposes does not permit the designated individual to make health care decisions for the patient. It only permits the MyChart Proxy to access the patient's online record and communicate with the patient's clinical team as authorized by the patient. The MyChart Proxy's access becomes effective when the appropriate documentation is processed with the patient's physician's office.

The individual (MyChart Proxy) who is granted access to a patient's MyChart record accesses the record by logging into UMass Memorial Health Care's MyChart online record system. The MyChart Proxy must create a MyChart account if the MyChart Proxy does **not** already have one, but the MyChart Proxy does not need to be a patient of UMass Memorial Healthcare to create a MyChart Account. One form must be submitted by the MyChart Proxy for each patient for whom access is requested (For example, when a MyChart Proxy requests access to an elderly parent's MyChart Record as well as a child's MyChart Record, two separate forms need to be completed and submitted to each patient's physician).

What does it mean to be a MyChart Proxy?

A MyChart Proxy is an individual who is permitted by the patient (or has appropriate legal documentation) to view medical information and communicate with the patient's clinical team. A MyChart Proxy does not have authority to make medical decisions on behalf of the patient solely by being the MyChart Proxy.



I am not a patient of UMass Memorial Health Care; can I obtain MyChart access for a child/adult who is a UMass Memorial Health Care patient?

- Yes, you will need to complete a form to request MyChart access to a child or adult patient’s MyChart record as described above and check the box which states that you are not a UMass Memorial Health Care patient. Once the appropriate MyChart Access form has been completed, the form can be mailed or brought to the patient’s physician office for review and processing.
 - **Authorization to Access an Adult MyChart Record Form.**
 - **Authorization to Access a Child/Teen MyChart Record Form.**
- Additionally, you will need to create your own MyChart Account. This can be done via the UMass Memorial Health Care [website main page](#).

Types of MyChart proxy access available at UMass Memorial Health Care:

Questions regarding levels of access should be discussed with the patient’s physician or clinical staff at the physician’s office.

Access to a Child/Teen’s MyChart account (view **Authorization to Access a Child/Teen MyChart Record Form**)

Levels of access

- Child <13, full access
- Teen 13-18, limited access
- Teen 13-18, full access with Teen’s permission
- Incapacitated Teen 13-18, full access with provider approval

Access to an Adult’s MyChart Account (view **Authorization to Access an Adult MyChart Record Form**)

Levels of access

- full
- read-only
- scheduling & messaging

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Access to a Child/Teen's MyChart Record

The UMass Memorial Health Care MyChart online record system allows a parent or legal guardian to view portions of a child's medical records and communicate with the child's clinical team. Access is obtained by completing the **Authorization for Access to a Child/Teen's MyChart Record form** and submitting it to the child's physician's office OR by requesting assistance at the physician's office. The level of Access by the parent/guardian **automatically changes when the child turns 13**; changing from a Child to a Teen level of access. The parent/guardian may still view the MyChart record but access will be at a limited level, as described below. If a teen would like a parent/guardian to continue with full MyChart access, at the teen's next office visit the teen can speak with the physician to permit access. Please note that the change that occurs at age 13 applies only to the MyChart access, and a parent/guardian may still obtain whatever information would usually be available by contacting the physician's office directly.

Access to the child's record **automatically ends when the child turns 18**. If the adult child chooses to continue permitting a parent/guardian to have access, access must be requested again, by using the **Authorization to Access an Adult MyChart Record Form**.

How do I obtain Access to my Child's MyChart record?

- MyChart record Access may be created during an office visit or the parent/legal guardian must complete the **Authorization or Access to a Child/Teen's MyChart Record form** and forward it to the child's physician's office for processing.
- Each parent/legal guardian requesting MyChart record access must have an active MyChart account but does not need to be a UMass Memorial Health Care patient. This requires the requestor to visit the UMass Memorial Health Care webpage and create their own MyChart record for the purpose of gaining MyChart Proxy access.

Access to a Child/Teen's MyChart record will always permit the parent/guardian to:

- View growth charts, immunizations, allergies
- Schedule Appointments
- Communicate with the patient's care team on non-urgent issues
- Pay office copays, view bills

If the child is <13, the parent/guardian will also be able to:

- View Medications
- View Results
- Request appointments, view upcoming and past appointments, cancel appointments
- View School/Camp forms and letters

If a teen is incapable of authorizing MyChart record full access, the parent/guardian should discuss with the Teen's physician whether full access to MyChart can be authorized.

Access to an Adult's MyChart Record

Access to an adult patient's MyChart record can be granted when the adult patient permits a designated individual (referred to as a MyChart Proxy) access to medical information and the ability to communicate with the adult patient's clinical team. MyChart Access is obtained when the adult patient and the individual designated by the patient, complete the **Authorization to Access an Adult MyChart Record Form** and submit the form to the patient's physician. The patient indicates which level of access the designated individual should have from the following options: (1) full access, (2) read only or (3) scheduling and messaging only. MyChart Access may also be granted if an adult, who is not the patient has appropriate legal documentation that would permit such access. Legal documentation must be provided to and reviewed by the patient's physician.

The MyChart Proxy's access ends when the patient makes a written or online request to stop access, an expiration date specified by the patient is reached, or the patient revokes access from within their MyChart record.

How do I obtain access to another adult patient's MyChart record?

- The patient and the individual designated by the patient (MyChart Proxy) must both complete and sign the **Authorization to Access an Adult MyChart Record Form**. Signed forms can be mailed or dropped off at the patient's physician office for review and approval.
- If the patient is unable to complete the form, the individual requesting access must provide legal documentation to support the request, which will be reviewed by the patient's physician's office.
- Once processed, the patient & designated MyChart Proxy are emailed with notification as to whether access was approved (if the patient does not have MyChart record, notification will be mailed).