

GUIDELINES FOR PERMITTING ACCESS TO A PATIENT'S myCHART RECORD BY AN INDIVIDUAL OTHER THAN THE PATIENT

The UMass Memorial Health Care (UMMHC) myChart online record system allows individuals other than the patient to view the patient's myChart record and communicate with the patient's care 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 and/or myChart Proxy and then processed by the patient's physician office.

Please note that myChart Proxy access for myChart is different from a Health Care Proxy (HCP). A HCP 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 care 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 UMMHC myChart website. 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 UMMHC 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 patient'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 care 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 UMMHC; can I obtain myChart access for a child/adult who is a UMMHC 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 UMMHC patient. Once the appropriate myChart access form has been completed, the form can be mailed/scanned/faxed 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 UMMHC website home page at www.umassmemorialhealthcare.org.

Types of myChart Proxy Access Available at UMMHC:

Questions regarding levels of access should be discussed with the patient's physician or the care team at the physician's office.

Access to a **Child/Teen** myChart account (view Authorization to Access a Child/Teen Record form)

Levels of Access:

- Child under the age of 13, full access
- Teen age 13-18, limited access
- Teen age 13-18, full access with teen's permission
- Incapacitated teen age 13-18, full access with physician approval

Access to an **Adult** myChart account (view Authorization to Access an Adult myChart Record form)

Levels of Access:

- Full
- View/read only
- Scheduling and messaging only

NOT PART OF THE PATIENT'S PERMANENT MEDICAL RECORD