

MyChart Proxy Access Set-up

Using MyChart on behalf of another person is called Proxy Access. This allows adults (the “proxy”) to access the patient’s medical record through their own MyChart account. This allows the following actions on behalf of the patient:

- View medical information such as medications, appointments, After Visit Summaries, etc.
- Send messages to providers
- Schedule appointments

Requirements

- Proxy must be 18 years old or older.
- Proxy needs a personal MyChart account.



Details

Group	Access provided	How to request access	Automated expiration
Children under age 12	Access to MyChart record	Request Access through MyChart by following the “Requesting Proxy Access to a Minor’s MyChart” Tipsheet.	At age 12, automatically moves to 12-17 age group access level.
Minors age 12 to 17	Limited access to MyChart record*	Authorization form must be signed by both the minor and the proxy.	Automatically expires at age 18.
Adults age 18 and older	Access to MyChart record	Authorization form must be signed by the patient.	No automatic expiration.
Diminished Capacity or Incapable Patient	Access to MyChart record	Authorization form must be signed by the patient’s representative legal paperwork.	Automatically expires 2 years from date approved.

**Due to state and federal privacy laws, access to medical record information is limited for minors 12-17 years old.*

Request Process & Helpful Info:

- For children under 12, requests **must be submitted through MyChart.**
- For all other requests, send the signed form to Health Information Management (see below contact methods)

Email	Mail	Fax
HIMHospitalRecordsTeam@salemhealth.org	Salem Health Hospitals & Clinics ATTN: HIM Department 890 Oak St. SE Salem, OR 97302	503-814-2728

- Requests are typically processed within one business day
- Once approved, the patient’s name and photo (if available) will show in your MyChart account
- Proxy access can be removed at any time by going through Settings – Personalize Menu Options

Need to activate or open an account?

Sign up online using a computer

- Go to Salemhealth.org/mychart
- If you have an activation code, click sign up with an activation code.
- If you do not have an activation code, click sign up without an activation code.

Sign up using a mobile device

- Download the free MyChart app from Google Play or the Apple App Store.
- Select the "SIGN UP NOW" button and follow the instructions.

Need help?

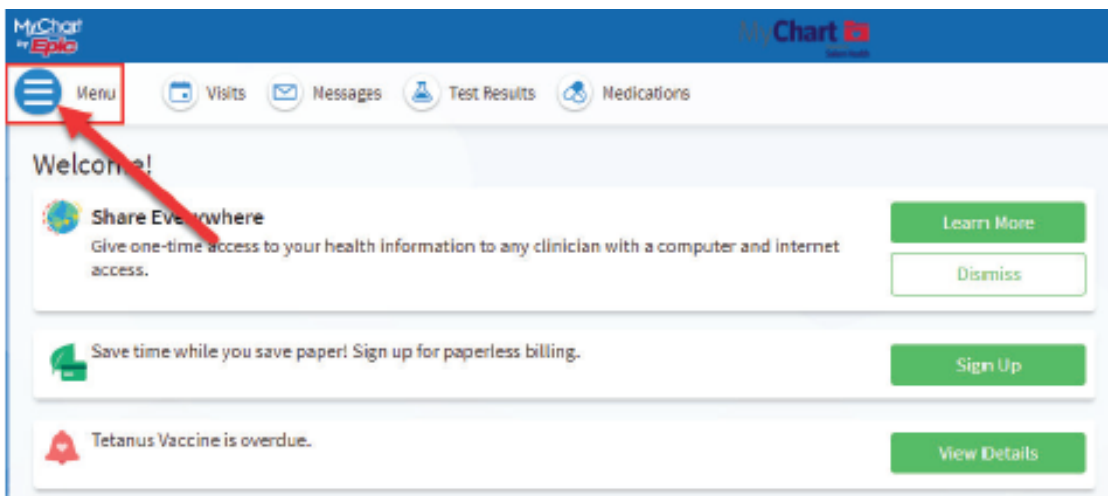
Call the **MyChart Support line** at **503-562-4278**.

Requesting Proxy Access to a Minor under 12 via MyChart

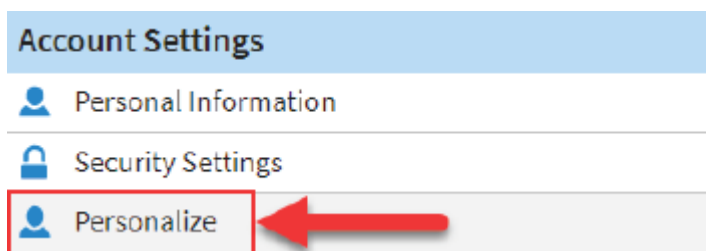
How to request proxy access via MyChart:

Try It Out

1. Log into MyChart and click on the Menu Button.



2. Scroll down to the Account Settings section and click Personalize.



- a. Click on the Request access to a minor's record link. Fill out the form and click submit. Please allow one business day for this request to be processed.

