# 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

| Patient Group | Proxy Access | How to request access | Automated expiration |
|---|---|---|---|
| **Minors age 0 - 11** | Full access to MyChart record | **Request Access through MyChart** by following the "Requesting Proxy Access to a Minor's MyChart" Tipsheet. Newborns born at Salem Health may be granted automatic access during registration. | At age 12, proxy access automatically transitions to limited teen access level. |
| **Minors age 12 to 17, limited teen** | Limited access to MyChart record* | **Request Access through MyChart** by following the "Requesting Proxy Access to a Minor's MyChart" Tipsheet. | Automatically expires at age 18. |
| **Minors age 12 to 17, full access** | Full access to MyChart record | Minor and parent/legal guardian complete authorization form found on HIM website or contact HIM for a copy. | Automatically expires at age 18. |
| **Adults age 18 and older** | Access to MyChart record | Patients can provide proxy access through the Sharing Hub within their own MyChart account. **Or** Patient completes authorization form found on HIM website or contact HIM for a copy. | No automatic expiration. |
| **Diminished Capacity or Incapable Patient** | Access to MyChart record | Patient's representative completes authorization form found on HIM website or contact HIM for a copy. Legal documentation may be required before access is granted. | Automatically expires 2 years from date approved. |

## Request Process & Helpful Info:

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

| Email | Mail | Fax |
|---|---|---|
| HIMHospitalRecordsTeam@salemhealth.org | Salem Health Hospitals & Clinics ATTN: HIM 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 Option