

## How do I get access to the MyUofMHealth Patient Portal account of an adult patient with diminished mental capacity?

- You will need the patient's Medical Record Number.
- You will also need to submit documentation to support the request (documentation requirements can be found on [www.MyUofMHealth.org](http://www.MyUofMHealth.org)).
- Visit [www.MyUofMHealth.org](http://www.MyUofMHealth.org) and follow the steps to "Sign up online." Then select "For my child or children under 18, or for an adult with diminished mental capacity." Here, court-appointed, full legal guardians will find information about what legal documentation is required.
- Once the legal forms have been accepted and you have the patient's Medical Record Number, submit the request form.
- When proxy access has been granted, a new tab will appear in your account for the patient.

## How can I locate the Medical Record Number?

Each patient has a Medical Record Number (MRN), which can be found on clinical documentation. You may contact **866-452-9896** to learn your MRN. If your MRN has fewer than nine digits, add zeros to the start (For example: 1234 must be entered as 000001234).

## How long does it take for proxy access to get approved?

It may take up to 48 business hours for your proxy request to be processed.

**Please note that activation codes are only active for a limited time.**

**If you have questions about the MyUofMHealth Patient Portal or Adult Proxy Access:**

Contact (734) 615-0872 or [HIM-PatientPortal@med.umich.edu](mailto:HIM-PatientPortal@med.umich.edu).



## Accessing Another Patient's Approved Health Information (Adult proxy access for adults 18+)

### What is proxy access?

"Proxy access" allows another person to see a Michigan Medicine patient's health information via their own MyUofMHealth Patient Portal account. The information and functions you can access will depend on the type of proxy access granted by the patient (full or limited access). The person receiving access is referred to as the "proxy."

### Some functions available to proxy holders may include the ability to:

- Request renewals for eligible prescriptions
- View the patient's test and lab results
- View the patient's "Health Summary"
- Communicate with the patient's care team



### **What is the difference between full or limited proxy access?**

Full access will allow the proxy to see the same information as the patient.

Limited access will block the proxy from seeing parts of the patient's health information including information relating to certain medications, test results or appointments.

Limited access does allow for messaging, viewing allergies, and billing information.

### **How can the proxy see the patient's health information once they are granted proxy access?**

When someone has been approved for proxy access, they will be able to view the patient's health information through their own MyUofMHealth Patient Portal account. There will be a separate tab for the patient.

### **Can the patient stop proxy access once it has been granted?**

The patient can stop access for the proxy user at any time. It is the patient's responsibility to revoke proxy access. Questions about revoking access to a proxy can be directed to (734) 615-0872.

### **What if I'm not a Michigan Medicine patient or don't have my own MyUofMHealth Patient Portal account?**

- You can either request access for an adult patient with diminished mental capacity or wait for the adult patient to complete the steps to grant you proxy access.
- Visit [www.MyUofMHealth.org](http://www.MyUofMHealth.org) and follow the steps to Sign up online," then select "For my child or children under 18, or for an adult with diminished mental capacity." You will need the patient's Medical Record Number.
- When the request is approved, you will be given instructions to create your username and password. If you do not receive these instructions contact (734) 615-0872.
- When your account is activated, a tab for the patient will appear in your MyUofMHealth.org account.

### **How do I grant another adult access to my MyUofMHealth Patient Portal account?**

- You first will need your Medical Record Number.
- Visit [www.MyUofMHealth.org](http://www.MyUofMHealth.org) and follow the steps to "Sign up online." Then select "Adult patient granting access to another adult."
- You will receive a portal message confirming the proxy access has been approved.

***Please note that both the patient and the proxy must have their own individual email addresses. They cannot share an email account.***