



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN



Accessing Another Patient's Approved Health Information (Pediatric proxy access for children under 18 years old)

What is proxy access?

"Proxy access" allows a child's parent or court-appointed, full legal guardian access to a child's MyUofMHealth Patient Portal account. The information and functions you can access will depend on the child's age and the department involved with care of the child. The parent or legal guardian is referred to as the "proxy."

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

- Request renewals for eligible prescriptions
- View your child's test and lab results
- View your child's "Health Summary"
- Communicate with the child's care team
- Complete video visits, E-Visits and other virtual care services

What do I need in order to get proxy access for a child?

You will need your child's Medical Record number.

If you are a court-appointed, full legal guardian, you will need to provide active legal documentation. Documentation requirements can be found on www.MyUofMHealth.org.

Can I request proxy access directly from my MyUofMHealth Patient Portal account?

Yes, if you have a MyUofMHealth Patient Portal account you can request proxy access to a minor child's account directly from your own account.

- Log into your account and go to the "Profile" section of the Patient Header and then select "Personalize" from the drop down menu.
- Select "Request access to minor's Record."
- Complete the questionnaire and hit "Submit."
- When proxy access has been granted, a new tab for the child will appear in your MyUofMHealth Patient Portal account.

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

- You will need the patient's Medical Record Number.
- Visit www.MyUofMHealth.org and follow the steps to "Sign up online," then select "For my child or children under 18."
- When your 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 child will appear in your MyUofMHealth Patient Portal account.

How do I get proxy access if I am a parent or court-appointed, full legal guardian?

- You will need the child's Medical Record Number.
- You will also need to submit the appropriate legal documentation to support the request. Documentation requirements can be found on www.MyUofMHealth.org.
- Once the legal forms have been submitted and accepted, and you have the child's Medical Record Number, submit the request form.
- When proxy access has been granted, a new tab for the child will appear in your MyUofMHealth Patient Portal account.

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

In most cases it will take up to 48 business hours to process your request.

What access does a proxy have for a child 0-10 years of age?

Parents and legal guardians have full access to their child's account until the child's 11th birthday. Full proxy access is the same access as you would have to your own portal account.

What access does a proxy have for a child 11-17 years of age?

Due to privacy concerns, rules, and regulations, the proxy will have more limited access to information after a child's 11th birthday. Certain medications, test results, appointments, etc., will no longer appear on the proxy account.

Full proxy access for a child 11-17 is reserved for children with permanent diminished mental capacity. This can only be approved by a provider familiar with the child's care. Parents or legal guardians who have questions about this access can contact **(734) 615-0872**.

What access does a proxy have for a child 18+?

Proxy access to a child's account will be deactivated on their 18th birthday. If a child is 18 years of age or older, they can grant someone adult proxy access by following the adult proxy instructions.

What if I am a child 11-17 who wants my own MyUofMHealth Patient Portal account?

- Visit the MyUofMHealth Patient Portal at www.MyUofMHealth.org and follow the steps to "Sign up online." Then select "Adolescent request form." You will need your Medical Record Number and you will need to identify a provider who will approve your request.
- Your request will be approved at the discretion of your health care provider. Upon approval, an activation code and login instructions will be emailed to you. **The activation code is time sensitive.**

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).

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

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

Contact (734) 615-0872 or HIM-PatientPortal@med.umich.edu.



MICHIGAN MEDICINE
UNIVERSITY OF MICHIGAN