

MyChart Proxy Access

What is proxy access?

Proxy access allows you to securely communicate with the patient's physician's office on behalf of a family member or person under your care. This communication is done using a MyChart Account and is restricted to non-urgent matters. Proxy access is granted once an authorization form has been completed and is generally processed within 3 business days. Proxy access can be terminated by Caromont at any time.

Pediatric/Minor Proxy Access (0-12 years)

Pediatric proxy access for MyChart allows a parent or guardian to communicate with their minor's provider and access clinical information such as lab and diagnostic imaging results, clinical notes, scheduling appointments, and requesting medication refills.

Access is obtained by completing the electronic form within your MyChart account by selecting the Health icon then Request Minor Proxy or by requesting access in the office. Pediatric Proxy access is automatically transitioned to limited Proxy on the child's 12th birthday. Limited access includes view of immunizations and allergies and ability to message providers. There will no longer be access to clinical information. See Teen Proxy Access section below for instructions for how to maintain full access to your teen's MyChart

In addition, Teens can create their own MyChart account and have full access as described above by requesting access in the office with their own email.

Teen Proxy Access (12-17 years)

Teen proxy access for MyChart allows a parent or guardian to communicate with their teen's provider and access clinical information such as lab and diagnostic imaging results, clinical notes, scheduling appointments, and requesting medication refills.

Access is obtained by completing the MyChart - Teen Proxy Access Authorization form. This form must be signed by the teen, parent or legal guardian, and the teen's primary care provider or pediatrician.

Teen Proxy access is automatically terminated on the teen's 18th birthday. Teens who have established their own MyChart account will continue to have full access to their information.

Adult Proxy (18 and over)

Adult proxy access for MyChart allows another adult to communicate with your provider and access clinical information such as lab and diagnostic imaging results, clinical notes, scheduling appointments, and requesting medication refills.

In order to obtain access, the patient may grant proxy access from their own MyChart account under the Personalize Utility under Resource/Preferences. If the patient is unable to request access electronically or has a conservator or legal guardian, proxy access may be requested by completing the MyChart - Access Authorization with Adult Proxy with appropriate legal documentation (e.g.: power of attorney, conservatorship, legal guardianship).

The proxy's access is terminated when the patient makes a written or online request to terminate access, an expiration date specified by the patient is reached, or the patient revokes access from within their MyChart account.

To access MyChart as a Proxy

1. Login to your MyChart account from our secure web page with your MyChart Username and password
2. Activate the patient by clicking on the patient's name

Proxy related FAQs

Can I ask questions regarding a family member from my MyChart account?

MyChart offers direct access to your personal health record and communicating about another individual's information would be placed in your health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own MyChart account.

What is pediatric proxy access?

MyChart allows a parent or guardian to request proxy access to the MyChart account of a minor child up to age 13. Proxy access allows parents or guardians to access the health information in a child's MyChart account, ask questions about the child's care, view lab reports, and review and schedule appointments for the child.

Are there any limitations on MyChart pediatric proxy access?

Yes. The parent or guardian is provided access to all the information that is available to the pediatric patient in MyChart until the child reaches age 13. At 13, proxy access is restricted to allow for the more active involvement in care afforded to teens under NC state law. Specifically, NC law allows teens to obtain mental health and reproductive health treatment without the consent of a parent or guardian and mandates that teens have control over the confidentiality of information related to these treatment areas. This means that parents and guardians of teens cannot use MyChart proxy access to obtain information that might refer to sensitive treatment areas. For example, information about appointments, lab results, and medications is not available through MyChart proxy access for teen accounts. Furthermore, patients who are 13 or older can disable proxy access should they wish to further limit information available to their parents or guardians.

What features will be available through proxy access for 12-17 year olds?

Individuals with proxy access will be able to send messages to their child's providers, request appointments, and view allergies and immunizations.

Will the child's MyChart access also be limited?

No. A 12-17 year old patient will be allowed to set up their own MyChart account with full access to all MyChart features.

Are there any exceptions to the limited proxy access?

Yes. In cases of on-going complex medical conditions or where intellectual capacity may merit greater parent or guardian involvement, full proxy access may be appropriate. Parents or guardians who believe their situation warrants full proxy access should discuss their concerns with their treating provider.

What happens to proxy access when the child becomes an adult?

When a patient turns 18, all proxy access is disabled automatically. To re-instate proxy access, the patient must follow the instructions for granting adult proxy access.