



MyChart Adult Proxy Access

This form is to be used to give MyChart access to parents/legal guardians of patients over the age of 18.

PART I- TO BE COMPLETED BY PATIENT

Demographics

Patient last name: _____

First name: _____ MI: _____

Date of birth: _____

Patients with a MyChart account may allow another person (such as a parent or legal guardian) to access their MyChart account. This is called proxy access. This form allows the person listed below to access your MyChart account.

Name of individual: _____

Relationship to patient: _____

Date of birth of individual requesting access: _____

Email address: _____

MyChart Adult Proxy Access terms and conditions

Getting MyChart Access

I understand that:

- I am allowing Chestnut Hill Pediatrics to use MyChart to share limited medical information with my proxy
- Giving MyChart proxy access is voluntary and I do not have to give proxy access
- It may take up to 10 business days for my MyChart account to become available to my proxy
- My proxy must follow the MyChart Terms and Conditions listed in Part II of this document

Types of access

I understand that:

- My proxy will be given MyChart Adult Proxy Access. This type of access gives a proxy a MyChart account for a patient over 18 years old.

With this account my proxy can:

- Review, make or cancel appointments
- View portions of my medical record such as allergies, medications, histories, immunizations, growth charts, problem lists and recent visit information
- Receive certain lab results
- Communicate with providers via secure messaging regarding health concerns
- Request prescription refills
- Pay bills
- Access links to other sites that will provide health information

Cancelling MyChart access

I understand that:

- Chestnut Hill Pediatrics may cancel MyChart access if my proxy does not follow these Terms and Conditions
- Access to MyChart is provided by Chestnut Hill Pediatrics as a convenience. Chestnut Hill Pediatrics has the right to turn off access to MyChart at any time, for any reason
- I may cancel this consent and turn off MyChart proxy access at any time by giving a written request to Chestnut Hill Pediatrics.
- I know I cannot withdraw information that Chestnut Hill Pediatrics had shared before I told Chestnut Hill Pediatrics to stop

Patient consent

By signing below I agree that I understand the terms and conditions for a giving a MyChart proxy account.

I understand that this approval will end in 12 months. I know that I may cancel the MyChart proxy account sooner by sending a written letter to Chestnut Hill Pediatrics. Once I am no longer a patient of Chestnut Hill Pediatrics my proxy will not be able to use their MyChart account.

Patient signature: _____

Date: _____

PART II- TO BE COMPLETED BY PROXY

I understand that the patient listed above has asked to give me proxy access to their MyChart account.

MyChart Adult Proxy Access terms and conditions

Note: All references below to 'patient' are for the patient listed above.

Getting MyChart Access I understand that:

- I am allowing Chestnut Hill Pediatrics to share limited medical information about the patient through MyChart. This information is for my personal use
- Using MyChart is voluntary and I do not have to use MyChart
- It may take up to 10 business days for my MyChart account to become available to me
- MyChart does not contain all of the medical record for the patient
- The medical information provided on MyChart should not be used to replace proper medical attention
- MyChart may not be available to me all the time. This may be because of system failures, back-up procedures, maintenance, or other causes. Chestnut Hill Pediatrics does not promise that I will be able to access MyChart at any particular time
- When MyChart is not available I will use other methods (e.g., telephone) to contact Chestnut Hill Pediatrics

Types of access

I understand that:

- I will be given MyChart Adult Proxy Access. This type of access gives parents/ legal guardians a MyChart account for a patient over 18.
- MyChart Adolescent Proxy Access Services I understand that:
- MyChart should NEVER be used for emergency or urgent health care matters
- Chestnut Hill Pediatrics will respond to all communications I send through MyChart within two business days

With this account I can:

- Review, make or cancel appointments
- View portions of the patient's medical record such as allergies, medications, histories, immunizations, growth charts, problem lists and recent visit information
- Receive certain lab results
- Communicate with providers via secure messaging regarding health concerns
- Request prescription refills
- Pay bills
- Access links to other sites that will provide health information

MyChart messages and communications

I understand that:

- MyChart should NEVER be used for emergency or urgent health care matters
- Chestnut Hill Pediatrics will respond to all communications I send through MyChart within two business days
- If a provider is out of the office or cannot reply to my message, my message may be sent to another Chestnut Hill Pediatrics provider
- Contents of any message may be stored in the patient's medical record
- Chestnut Hill Pediatrics may send me messages through MyChart and I will monitor and respond to these messages
- All messages sent to Chestnut Hill Pediatrics through MyChart will be about the healthcare of the patient. Using MyChart to ask for advice for friends or family members is not allowed

E-mail privacy

I understand that:

- I must give Chestnut Hill Pediatrics a valid email address
- I will tell Chestnut Hill Pediatrics about any changes to my email address
- I will be sent an email when there is new information on MyChart. No medical or personal health information will be in the email

Web site links

I understand that:

- MyChart may have links to medical Web sites not managed by Chestnut Hill Pediatrics.
- These Web site link(s) are for informational purposes only
- Chestnut Hill Pediatrics does not endorse any of these web sites
- Chestnut Hill Pediatrics has not verified the accuracy of the information on these Web sites
- I should not rely on any of the information found on these Web sites for treatment or diagnosis

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Security and confidentiality

I understand that:

- Federal and Massachusetts laws govern the confidentiality of medical information
- Chestnut Hill Pediatrics follows the Chestnut Hill Pediatrics MyChart Policy and Procedure
- Chestnut Hill Pediatrics has strict standards for employees to keep patient information confidential
- Chestnut Hill Pediatrics limits the patient health information employees can view based on their role
- The information on MyChart has the same amount of confidentiality as all other medical records kept by Chestnut Hill Pediatrics. I can get a copy Chestnut Hill Pediatrics privacy statement and Notice of Privacy Practices for more information
- I am required to create a unique User ID and password
- I agree to keep this User ID and password confidential. I know that anyone with access to my User ID and password can view the patient's health information. They will be able to add to the patient's health information and message Chestnut Hill Pediatrics as if they are me.
- I should change my MyChart password often
- Chestnut Hill Pediatrics is not responsible for damages that may come from a breach of confidentiality that is caused by me sharing or losing my password
- Every time I log into MyChart my User ID is logged in an audit trail

Chestnut Hill Pediatrics has set up the following security features:

Encryption

Chestnut Hill Pediatrics uses 128-bit Secure Socket Layer to encrypt the communication from my web browser to Chestnut Hill Pediatrics secure web server

Dedicated web server for MyChart

Chestnut Hill Pediatrics separates the web server and electronic medical record machines. In the unlikely event that Chestnut Hill Pediatrics' server is compromised, no health information would be exposed since it is not saved on the web server. Patient information is stored only in the electronic medical record, behind a firewall

No caching on the client side

Temporary caching of data in the browser is allowed to improve user experience but does not allow a follow-on user to view pages that had previously been viewed while using MyChart

Firewall

Personal health information is stored in the secure electronic medical record, protected from the Internet by a firewall

Session timeout

After a period of inactivity, the logon session will time out

Monitoring

Chestnut Hill Pediatrics monitors the web server for evidence of break-in attempts and applies the latest security fixes as they become available

Cancelling MyChart Access

I understand that:

- Chestnut Hill Pediatrics may cancel my access if I do not follow these Terms and Conditions
- Access to MyChart is provided by Chestnut Hill Pediatrics as a convenience. Chestnut Hill Pediatrics has the right to turn off access to MyChart at any time, for any reason
- I may cancel this consent and turn off my MyChart account at any time by giving a written request to Chestnut Hill Pediatrics
- The patient may cancel this consent and turn off MyChart proxy access at any time by giving a written request to Chestnut Hill Pediatrics.
- I know I cannot withdraw information that Chestnut Hill Pediatrics had shared before I told Chestnut Hill Pediatrics to stop
- If my access to MyChart is cancelled I will use other communication methods (e.g., telephone) to access Chestnut Hill Pediatrics.

Proxy consent

I understand that this approval will end at the time decided by the patient above. I know that I may cancel my MyChart account sooner by sending a written letter to Chestnut Hill Pediatrics. Once the patient is no longer a patient of Chestnut Hill Pediatrics I will not be able to use my MyChart account.

By signing below I agree that I understand the terms and conditions for a MyChart account.

Patient name: _____

Patient date of birth: _____

Proxy signature: _____

Date: _____