

How to share access to your MyChart Account

With MyChart by Epic, you can choose to give access to your MyChart account to someone else, and you can get access to other people's accounts with their permission. This is called proxy access. This tip sheet will explain who can be added as a proxy, and how you can invite someone to be a proxy, from within your MyChart account. **Please note, to have a MyChart account you must be 12 years of age or older.**

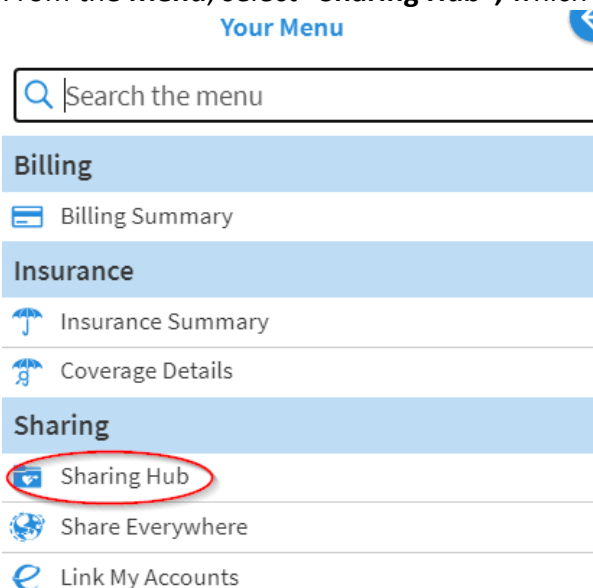
Who can be a proxy?

- For patients aged 0-15, only their parents or legal guardians can have proxy access to their account.
- For patients aged 16 and older, you can invite any adult to have proxy access to your account.
- **All proxies must have their own HHS MyChart account.** If they don't have an account, they can request an activation code to set it up. *If they are not an HHS patient, they will need to first go in-person to Patient Registration to have an HHS Chart created.* Once they have a chart created, they can be sent an activation code to create their own MyChart account.
- For court-ordered or legal relationships such as foster parents or children's aid guardians, Health Records will need to review the legal documentation prior to provisioning proxy. Direct those requests to Health Records by email: epicmychart@hsc.ca.
- If the patient has a medical condition or disability that will prevent them from ever being able to manage their own MyChart account, the individual requesting proxy access should contact Health Records at epicmychart@hsc.ca to have the **Medical Necessity** level of access applied.

How do I invite someone to be a proxy on my MyChart account?

If you have your own MyChart account, you can add individuals as proxies by following the steps listed below:

1. Log in to your MyChart Account, either on the website or the app.
2. From the **Menu**, select **"Sharing Hub"**, which is found in the Sharing section.




3. On the Sharing Hub Page, select **"Manage friend and family access"**


Sharing Hub

There are many ways to share your health information. Let us help you find what you need.


Who do you want to share your health information with?




Yourself
You might be trying to get a copy for your personal reference.



A family member, close friend, or caretaker
This person might be taking care of you or helping you track your health.



A healthcare provider
A healthcare provider is a health professional (for example, a doctor, dentist, nurse, or social worker) or a healthcare organization.




Anyone else
This might be someone at another organization, like your insurance or workplace.

Already know which sharing option you want?

[Manage friend and family access](#) [Grant one-time access with Share Everywhere](#) [Download health and visit summary](#)
[Request formal copy of health record](#) [Give permission to share your health record](#)


4. Inside Family and Friends Access, you will see the people who are proxies for you, and will be able to click to **Invite Someone**.



Your Menu [Visits](#) [Messages](#) [Test Results](#) [Medications](#)

Friends and Family Access

Who Can See My Record?






Stanley Ambulatory
Their access is:
Full Access [i](#)

[Edit](#)
[Revoke](#)

[+ Invite someone](#)

5. Enter the name and email address of the person you would like to add as a proxy to your account, and specify the level of access you would like them to have.

Invite Someone to Have Access to Your Record

-  We will email an invitation to someone you trust.
-  From the email, they can log in to their MyChart to accept the invitation.
-  They must verify they know you by entering your date of birth.

Who are you inviting?

* Name

Where should we send this invitation?

* Email * Confirm email

*What kind of access would you like this person to have to your chart?

[View Only Access](#) | [Appointments and Messaging](#) | [Full Access](#)

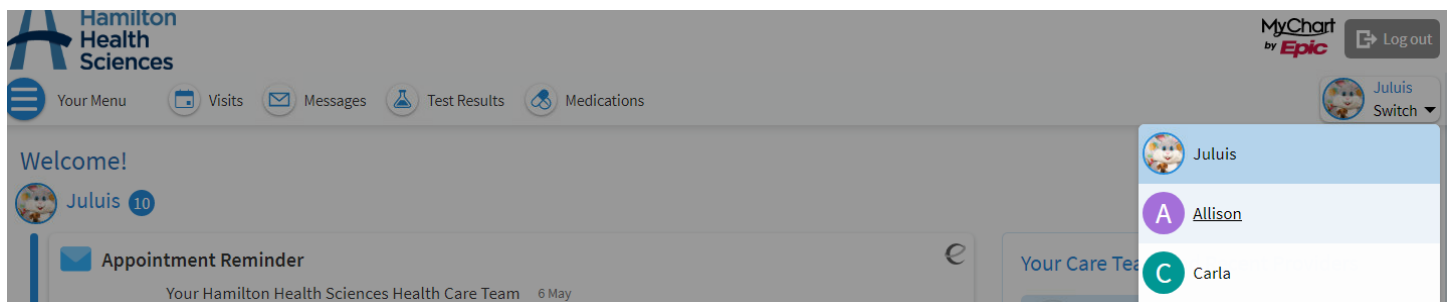
6. The person you have added as proxy will need to accept the emailed invitation and verify they know you by **entering your date of birth**. Then the proxy access is complete!

How does my proxy access my information?

- Your proxy can see your information **from within their own MyChart Account**.
- Once logged in to their own MyChart account, they can toggle to your MyChart account by using the **Switch** function, found on the main MyChart toolbar.



- Clicking on “**switch**” will open a dropdown of all the people you are proxy for. Click on the name of the person whose MyChart you would like to view.



How do I become Proxy for my child who does not have their own MyChart Account?

- Parents/Legal Guardians of patients aged 0-11 can gain proxy access to the child’s account by asking to be added as a proxy when they are on site for an appointment.
- Parents/Legal Guardians of patients aged 12-15 can gain proxy access to the child’s account by having the child complete the **Adolescent Attestation Form**, and presenting that to the front desk or provider, next time they are on site for an appointment. Alternatively, the form can be submitted by email to Health Records: epicmychart@hhsc.ca. Specify in the email that you would like to be made proxy for your child.

Adolescent Attestation Form

- Six months prior to a patient’s 12th and 16th birthdays, they will receive a notice to complete the **Adolescent Attestation Form**, found in the MyChart tool (if they have a proxy).
- The Adolescent Attestation Form requires the patient to consent to have their Parent/Guardian continue to be a proxy for them, as well as to specify the level of proxy access.
- **If the form is not completed, the proxy will lose access to the patient’s MyChart account on the patient’s 12th or 16th birthday.**
- The patient can submit the Attestation form to Health Records by email: epicmychart@hhsc.ca, or the patient can present the completed form to a member of their health care team at their next visit.

Levels of Proxy Access

- Proxies for patients aged 0-11 will be provisioned **FULL ACCESS** to the child's MyChart account.
- At age 12 and 16, the pediatric patient must complete the Adolescent Attestation Form to consent to keep their parent as proxy, and to identify if the proxy should keep **Full Access**, or should be reduced to **Adolescent Access** (Pay Bills and Schedule Appointments Only).
- Patients 16+ can choose the level of access they want their proxy to have. **Options are:**
 - **Full Access** (can see and interact with all MyChart features)
 - **View Only Access** (can see all MyChart features, but cannot interact with any of them)
 - **Send Messages, Schedule Appointments Only**

Important Notes

- For patients aged 12+, **Proxy will never be provisioned without your consent.**
- If you require proxy access to a MyChart account of someone who cannot consent, reach out to Health Records at epicmychart@hhsc.ca to discuss what options you have, and what documentation you may need to provide to support the proxy provisioning.
- You can **edit your proxies and their level of access** from within the Friends and Family Section.
- You can **revoke a proxy** from within the Friends and Family Section.
- You can always ask an HHS staff member or health care provider to help you invite, edit, or revoke a proxy to your MyChart account.

Who can I contact if I have questions?

- Contact us by email at epicmychart@hhsc.ca
- Contact us by phone by calling **905-521-2100** and enter extension **63313** to speak with Health Records.