



What is proxy access?

Proxy access allows providers to grant access to a child or adult's caregiver to help manage care. Proxy access allows a family member to obtain the medical records of a minor or even another adult, with their permission.

The person submitting the request will need to have, or create, a **MyReid** account before proxy access is granted. You must be at least 18 years old to have proxy access to an individual's medical records.

Minors (Ages 13 and younger)

- A parent or legal guardian can request proxy access to their child's account in person at the office of their child's primary care provider.
- The parent/legal guardian must show proof of identity and sign a Consent for Proxy Access form.
- On the child's 14th birthday, the level of access for the parent/legal guardian will automatically change from full access to partial.

(Ages 14 to 17)

- A minor between the ages of 14 and 17 can have their own **MyReid** account.
- A parent or legal guardian can request proxy access to their child's account in person at the office of their child's primary care provider.
- The parent/legal guardian must show proof of identity and sign a Consent for Proxy Access form.
- Partial proxy access is the default option for minors ages 14-17 to protect the minor's privacy. Only billing, immunization, and growth chart records are available under partial proxy access. Appointments can also be scheduled, but the parent/legal guardian will not be

- able to see upcoming appointments.
- For a parent or guardian to have full proxy access, the minor must have a private conversation (in-person) with their provider and the requestor. Verbal permission must be given by the minor.
- The parent/legal guardian is advised to keep the email used to set up a proxy access account.
- When a child turns 18, all previously granted proxy access privileges expire.

Adults (Ages 18 and older)

- Adults can create their own **MyReid** account beginning at age 18.
- Adult patients can invite family, friends, or caregivers to establish proxy access by sending an invitation through their **MyReid** account. The patient can manage the level of access given.

Diminished capacity/incapacitated patients

- Adults can request proxy access to the account of a loved one or a person in your care who has been determined to be incompetent or incapacitated.
- Those requests must be made in person at the office of the patient's primary care provider. Paperwork showing guardianship, Power of Attorney (POA) for healthcare, or the Appointment of Healthcare Representative must be provided, and the requestor must sign a Consent for Proxy Access form.

*If you'd like to give proxy access to a family member, close friend, or caretaker, visit the Sharing Hub in **MyReid**, select the family member, close friend, or caretaker option, then select Manage Ongoing Access to your **MyReid** account, and invite someone to view your records.*

Have questions about proxy access?

Please visit MyReid Help Center at ReidHealth.org/myreid/faqs or call your practice office.