

What is Proxy Access?

Proxy access allows you to securely communicate with the patient's doctor'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 processed by the site where the patient is receiving care.



For MyChart help, speak to a person:

- OHSU Health patients (M-F, 7am-6pm) call

503-494-5252

- MCMC patients (M-F, 8am-5pm) call

541-506-6499

There are many types of Proxy Access and we can help you decide which is right for you. For help, please contact your clinic.



What are the types of Proxy Access?

Logging onto MyChart for someone else means you are acting as that person's proxy. You may only access MyChart on behalf of someone else with their permission or if you are that person's legal health care representative.

MINORS

Only individuals with parental rights or legal guardianship over minors shall be provided proxy access to that minor's MyChart account. You may request proxy access to your child's MyChart account at their next clinic visit.

Proxy access for patients **15 and older** requires a [MyChart Release of Information \(ROI\)](#) from the teen patient before access is provisioned.

If your teen or adult family member lacks the capacity to authorize your proxy access by signing the MyChart Release of Information (ROI) form, please contact their healthcare provider to discuss how you can request access as their healthcare representative.

ADULTS

Individuals age 18 or older may request that another person be granted proxy access to their MyChart account by completing the [ROI form](#) and submitting it to the front desk staff at their provider's office.