

**MyChart Family Access
Paperwork Requirements for Patient and/or Proxy**

ADULT

Adult to Adult

Do both adults have the ability to make and understand their own health care decisions?

- A. If “yes”, follow these steps
1. Patient downloads and completes the “Download Adult Proxy Request Forms (PDF)” document (note: both adults (Patient and Proxy) must sign the paperwork where indicated); and
 2. Patient must take completed forms to clinic with his/her photo ID. Patient submits forms to front desk person and shows photo ID; and
 3. If Patient sees providers at our organization and wants to be able to look at his/her own MyChart account, Patient must ask front desk person to sign up for MyChart. Patient takes activation code home and creates Patient’s MyChart ID and Password.
 4. If Proxy sees providers at our organization, Proxy must ask front desk person to sign up for MyChart. Or, Proxy can request an activation code online by going to the MyChart web page, clicking “Request Activation Code”, completing the form and clicking Submit. Once Proxy has the activation code, the Proxy creates the Proxy’s MyChart ID and Password.
 5. Patient’s MyChart account will be attached to Proxy’s MyChart account when entire process is completed.

NOTE: Proxy’s access to Patient’s account will never expire. Patient can inactivate Proxy’s access to Patient’s account at any time. The Patient’s account will become inactive when Froedtert is notified of the Patient’s death.

- B. If “no” follow these steps (see *Note below):
1. Proxy downloads and completes the “Download Adult Proxy - DPOA Request (PDF)” document (note: only the proxy signs the paperwork where indicated); and
 2. If Proxy is:
 - **Permanent Legal Guardian for Patient:** Proxy brings: a) **Court Order Appointing Guardian**; and b) **Letters of Guardianship** verifying the Proxy’s status as permanent legal guardian of the patient; or
 - **Activated Durable Power of Attorney for Healthcare (DPOA):** Proxy brings: a) **valid Durable Power of Attorney for Healthcare**; and b) **two Physician Certifications verifying the patient lacks decisional capacity**;
 3. Proxy takes completed forms to clinic with his/her photo ID. Proxy submits forms to front desk person and shows photo ID; and
 4. If Proxy sees providers at our organization, Proxy must ask front desk person to sign up for MyChart. Or, Proxy can request an activation code online by going to the MyChart web page, clicking “Request Activation Code”, completing the form and clicking Submit. Once Proxy has the activation code, the Proxy creates the Proxy’s MyChart ID and Password.
 5. Patient’s MyChart account will be attached to Proxy’s MyChart account when entire process is completed.

***NOTE: Having Power of Attorney (POA) paperwork in the patient’s chart does not automatically allow the POA access to the patient’s MyChart account.** Our organization requires additional paperwork in order for a POA to obtain access to the patient’s MyChart account (notice there are two legal documents required).

TEENAGER (12th birthday until 18th birthday)

We are unable to provide MyChart access to teenagers or their parents/guardians between the teenager's 12th birthday and 18th birthday (this includes disabled teenagers).

CHILD (birth until 12th birthday)

Parent to Child

Parent must:

1. Parent downloads and completes the "Download Child Proxy Request Forms (PDF)" document for each child; and
2. Parent takes completed forms to clinic with his/her photo ID. Parent submits paperwork to front desk person and shows photo ID (photo ID is not required for the child); and
3. If Parent sees providers at our organization, Parent must ask front desk person to sign Parent up for MyChart. Parent takes activation code home and creates Parent's MyChart ID and Password.
4. Child's MyChart account will be attached to Parent's MyChart account when entire process is completed.

NOTE: Parent's access to child's account will end on the child's 12th birthday.

Permanent Legal Guardian to Child

Guardian must:

1. Guardian downloads and completes the "Download Child Proxy Request Forms (PDF)" document for each child; and
2. Guardian brings the: a) Court Order Appointing Guardian; and b) Letters of Guardianship verifying the Guardian's status as permanent legal guardian to the clinic for copying; and
3. Guardian takes completed forms to clinic with his/her photo ID. Guardian submits paperwork to front desk person and shows photo ID (photo ID is not required for the child); and
4. If Guardian sees providers at our organization, Guardian must ask front desk person to sign Guardian up for MyChart. Guardian takes activation code home and creates Guardian's MyChart ID and Password.
5. Child's MyChart account will be attached to Guardian's MyChart account when entire process is completed.

NOTE: Guardian's access to child's account will expire every three years. At that time, Guardian will need to complete this process again. Guardian's access will be permanently ended on the child's 12th birthday.