

Proxy Access to MyChart Teen Accounts

Sites Impacted: All Sites
Users Impacted: All End Users

With the implementation of Hello World, changes have been made to Teen MyChart accounts to leverage the functionality of Hello World and enhance opportunities for parents/legal guardians to support their teens' health journeys.

Teen Account Changes (Changes effective February 3, 2026)

To fully leverage patient tools available in Hello World, proxies will have expanded access to account information to support their teens, including:

- View upcoming appointments.
- Confirm or cancel appointments.
- Complete eCheck-in on behalf of the patient.
- Receive notifications via email, text, or phone.

Teen MyChart Accounts (ages 12-17)

By definition and for MyChart purposes, a **12-17-year-old** patient is considered a teen and can sign up for their own MyChart account. To do so, teens **must** have their own email address or mobile phone number on file. To activate a teen account, staff will send an activation link to the teen's cell phone or email address only.

To prevent issues with multifactor authentication and to maintain confidentiality, activation links should **not** be sent to the email address or phone number of the parent or legal guardian.

Proxy Access to Teen Accounts

When patients turn 12, parent/guardian proxy access to their accounts automatically converts from full access (for children) to limited access (for teens). The limited access includes the ability for the parent/guardian proxy to:

- View allergies, growth charts, immunization and preventive care records
- Send secure messages to their teen's provider
- View insurance information
- Pay bills online (if also the guarantor)
- Send MyChart messages on behalf of the teen

Proxies do not have access to review clinical notes, After Visit Summaries, messaging between the provider and the teen, or information about confidential appointments.

Requesting Proxy Access

To gain proxy access to their teens' account, a parent/guardian will need to request access from within their own MyChart account.

- Log into MyChart.
- Select **Menu**.
- Scroll to the My Record section and select **Request Family Access**.

- Select the appropriate access request type: ***Request access to a minor's record.***
- Complete the form to enter information about the minor whose record they are requesting. Once all required fields are complete, click **Submit Request.**

Proxy access requests are reviewed and granted 3 - 4 business days after the form is received.

On a teens' 18th birthday, all parent/guardian proxy access expires and is automatically removed. Going forward, if the 18+ year old wants to share access to their account, they will complete an adult-to-adult proxy request.

Managing Notifications for Proxy Accounts

A parent/guardian with proxy access to a child or teen's account can select their communication preferences as they relate to the child. They can select the same, or different notification preferences than they have for their own care through their MyChart account.

To edit their communication preferences, they will complete the following:

- Log into MyChart.
- Switch to view their proxy access account for their teen/child.
- From the Menu, go to Communication Preferences under the Account Settings category.
- Their current selections will display.
- Each category can be expanded to further customize preferences based on message type.
- Make any desired changes and click Save Changes.