



# CHSConnect

## Accessing a Family Member's Records on the Patient Portal

### What is PROXY ACCESS?

Proxy access allows parents, legal guardians, or caregivers to access a patient's health information on the patient portal. Proxy access is an available option for adult patients (18 years) and pediatric patients (newborn – 12 years of age). Proxy access can be granted by the patient or their legal representative by completing the Patient Portal Proxy Authorization Form and must be done in person or by sending the notarized form to [patientportalsupport@coffeyhealth.org](mailto:patientportalsupport@coffeyhealth.org).

### How do I gain proxy access to view a family member's health record through the Patient Portal?

To gain access to a family member's patient portal health record, complete the Portal Proxy Authorization Form and return it and any requested documentation in person to the address above. The access cannot be granted online. It must be completed in person or by sending the notarized form. This form can be obtained using the links on this page. Please bring your ID if you are requesting proxy access.

### Will I be able to see my children's health information on the Patient Portal?

Yes, you will have access to your children's health information through the Patient Portal from birth through 12 years of age if a Portal Proxy Registration Form has been completed. When a child becomes 13, record access on the patient portal will automatically be revoked. Parents can continue to gain access to child's medical records by requesting them in person at the address above or any CHS location.

### What if I want to add all of my children who are under age 12?

Email us at [patientportalsupport@coffeyhealth.org](mailto:patientportalsupport@coffeyhealth.org) or visit with the registration clerk for assistance.

### Why is proxy access removed from my account when my child turns 13?

- Between the ages 13-17, parental/guarding access will not be provided in compliance with state law concerning certain medical/mental health records of minor patients.
- At age 18, the patient is able to authorize access and may directly enroll in the patient portal, unless restricted by their provider. They are considered an adult and can give access to another adult by completing the proxy access process.

**Do divorced parents have equal right to view their children’s medical information on the Patient Portal?**

Yes, both legally recognized parents have equal right to proxy access of their children’s health information on the Patient Portal (from birth through age 12 years) regardless of who has custody of the child unless there is a court order or legal proceeding prohibiting the rights of a parent.

**What is the process for removing proxy access (other than for minors)?**

An adult patient or their legal representative may remove proxy access for any reason and at any time. Simply contact [patientportalsupport@coffeyhealth.org](mailto:patientportalsupport@coffeyhealth.org) or call (620) 364-4511 for information about how to revoke proxy access. CHS also reserves the right to remove proxy access at their sole discretion if there is suspected abuse or negligent use. This form can be obtained in the link on this page or any CHS location.

**Is there a guest option for users to access the Patient Portal?**

There is no guest option for the Patient Portal. Any user who has access to a patient’s record would need to have access as a proxy user.