

Understanding Proxy Access:

Quick Guide for Parents and Guardians

VISIT OUR PATIENT PORTAL

<https://elfhcc.com/patient-portal/>

Partial Access

With partial access parent(s)/guardian(s) can:

- Update demographic information
- View office hours, locations, and providers
- View your child's immunization history and requested school forms
- View ELFHCC policies
- View your account balance

Full Access

With full access parent(s)/guardian(s) can:

- Access all partial access permissions
- Schedule appointments
- Communicate with your practitioner
- View and request labs
- View your child's complete medical record



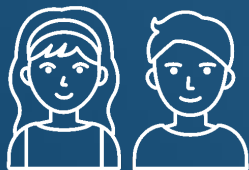
0-12 years old



Partial access does not apply.



Full access is automatically given to parent/guardian.



13-17 years old



Previous full access is lost the day the patient turns 13 and partial access is given.



Full access is given to parent/guardian if authorized by the patient.



18 years +



Previous proxy access expires the day the patient turns 18.



Full access may apply to adults including parent/guardian, if authorized by patient.



**East Liberty
Family Health Care Center**

A CHRISTIAN MINISTRY OF
WHOLE PERSON HEALTH CARE



Patient Portal and Proxy Access FAQ

What is the patient portal?

The patient portal is an online, easy and secure way of accessing your ELFHCC electronic health record. It is accessible by the *Healow* app and website.

Is there a cost?

The portal is free for all ELFHCC patients.

Why should I use the patient portal?

The portal is the preferred and most efficient way to communicate non-urgent questions to your provider.

How do I sign up?

Please see any front desk or scheduling team member to sign up.

Can I access another family member's patient portal?

Yes, this is done through proxy access.

What is proxy access?

Proxy access is being able to view electronic health records for someone other than yourself.

Proxy access comes in two forms: partial access and full access.

What is the difference between partial access and full access?

Partial access grants access to certain parts of a patient's chart while full access grants complete access.

What access do I have as a parent or guardian?

As a parent of a child 0-12 years of age you are given full access. Parents of children 13-17 years of age are given partial access. Full proxy access for any patient 13 years of age or older must be authorized by the patient.

Please see *Understanding Proxy Access: Quick Guide for Parents and Guardians* for more details.

Why can't I automatically have full access to my 13-17 year old child's record?

In order to comply with HIPAA privacy laws you will automatically be given partial access. If your child would like to authorize full access, please see a front desk team member.

Can I have proxy access for more than one member of my family?

Yes. Depending on the age of each family member, a separate authorization may be required for full access. You can access all your proxy accounts on a single device.

Who can I contact if I need help with the patient portal?

Speak with any front desk team member to help resolve your issue. Having your phone on hand will facilitate this process.