

# UW Medicine

## Minor eCare Account Request Process

1. Parent/Guardian requests a Parent/Guardian eCare account for minor child.		
2. A parent/guardian is asked to complete a Request for Parent/Guardian eCare Access form and provide it to the hospital or clinic along with photo identification (ID) in person, mail, fax or email; if parent/guardian is aware of the risks of unsecured email and still chooses to transmit in this manner.  Parent/Guardian may also submit the completed Request for Parent/Guardian eCare Access form along with photo ID - and if not the birth or adoptive parent, submit documentation establishing legal decision-making rights for the patient to Medical Records.		
3. For eCare accounts to access clinic encounters: Front desk staff, clinic designee or Contact Center  For eCare accounts to access inpatient encounters: Patient Access staff or Medical Records staff	a. Accept the Request for Parent/Guardian eCare Access form.	
	b. Confirm that the form is completed, signed and dated.	
	c. Verify that the person making the request is authorized to access the record. i. If there are custody issues, custodial paperwork should be provided. ii. If there are questions about whether or not to provide access, Health Information Management (HIM) will provide support for these questions.	
	d. Fill out page two of the Request for Parent/Guardian eCare Access form. Verify that the requestor has authorization to access the record.	
4. For eCare accounts to access clinic encounters: Front desk staff or clinic designee or Contact Center  For eCare accounts to access inpatient encounters: Patient Access staff or Medical Records staff	Verify that the requestor has legal decision-making rights for the patient and that the legal documentation submitted (if applicable) is appropriate.	
	<b>If YES:</b>	
	Create the Parent/Guardian eCare account.	The parent/guardian will receive an email invitation once proxy access is authorized and documented.
		Document the creation of the Parent/Guardian eCare account on the request for Parent/Guardian eCare Access form and send the completed form and the photo ID to HIM to be scanned into the electronic medical record.
	<b>If NO:</b>	
	Notify the requestor that we do not have sufficient documentation that he/she is a legal decision-maker for the patient and, we are unable to create a Parent/Guardian eCare account.	