UW Medicine

Adult/Proxy *e*Care Account Request Process

1. Patient requests *e*Care proxy access be granted to a representative.	
2. Patient completes and submits a Request for Adult/Proxy *e*Care Access form.	
3. 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:	a. Accept the Request for Adult/Proxy *e*Care Access form.
	b. Confirm that the form is completed, signed and dated.
	c. Confirm identity of proxy representative: i. If presented in person, verify government issued photo identification (ID). ii. If presented remotely, the photo ID may be provided via mail, fax or email – if patient and requestor are aware of the risks of unsecured email and agree that transmission occur in this manner.
	d. eCare proxy access related to a patient who is an adult in a dependent adult or custodial situation: i. Obtain legal documentation (for example, Healthcare Power of Attorney or Court Order) or documentation that the patient's healthcare provider based on professional judgment determines that proxy access is in the patient's best interest.
	e. Fill out the form – Request for Adult/Proxy *e*Care Access.
	f. Forward the Request for Adult/Proxy eCare Access form and documentation to the designee for account creation.
	g. Create the Adult/Proxy *e*Care account.
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	a. Document the creation of the Proxy *e*Care account, including description of the information verified on the eCare Proxy form, then file the paperwork in the same manner as any other Release of Information form.
	b. Notify the representative that the access has been granted and provide instructions for activation.