

Deactivation of eCare Proxy Access

I. Deactivation of eCare Proxy Access Related to a Minor Patient

When there is a change to the status of the parent, guardian or other person acting in loco parentis to deactivate eCare proxy access:

1. Requests for eCare account deactivation must be made via mail, fax, eCare messaging, phone or email.
 - a. For eCare accounts related to **clinic encounters** contact the front desk staff or clinic designee or Contact Center.
 - b. For eCare accounts related to **inpatient encounters** contact Cerner at 1.877.621.8014 or medical records staff.

II. Deactivation of Adult eCare Proxy Accounts

Adult eCare proxy accounts may be deactivated at a patient's request:

1. Requests for eCare account deactivation must be made in writing via mail, fax, eCare messaging, phone or email and, by the patient to whom the account belongs.
 - a. For eCare accounts related to **clinic encounters** contact the front desk staff or clinic designee or Contact Center.
 - b. For eCare accounts related to **inpatient encounters** contact Cerner at 1.877.621.8014 or medical records staff.