## 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.

   **If YES:**
   - 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.

   **If NO:**
   - 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.