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.