

Patient Gateway access for children and teens

A Patient Gateway account can be set up for the parent or guardian of teens and children. This is called a Patient Gateway proxy account. A Patient Gateway proxy is not the same as a health care proxy. The Patient Gateway proxy can use Patient Gateway to view the child or teen's health information and communicate with the care team. The Patient Gateway proxy must be at least 18 years old. Legal guardians must provide documentation of guardianship before access is granted.

For children age 0-12 years

Children age 0-12 do not have their own Patient Gateway account. A parent/guardian can become a Patient Gateway proxy and get full Patient Gateway access to the child's health information. When the child turns 13, the Patient Gateway proxy access ends. A message will be sent to the Patient Gateway proxy thirty days prior to the child's 13th birthday. A new Patient Gateway proxy account can be requested to access the teen's health information; however, this access is limited as described below.

A parent or guardian can open a Patient Gateway proxy account either in-person at an appointment, or by calling the clinic.

For teens age 13-17 years

A Patient Gateway proxy account is required in order for a teen (13-17) to have their own Patient Gateway account. A Patient Gateway proxy account can be set up without a teen account. Both teen and Patient Gateway proxy access is limited as described below. When the teen turns 18, the Patient Gateway proxy access ends. A message will be sent thirty days prior to the teen's 18th birthday.

A parent or guardian can open a Patient Gateway proxy account either in-person at an appointment, or by calling the Patient Gateway Help Desk at 1-800-745-9683. The parent/guardian and the teen patient should jointly provide verbal consent together; either in-person or on the telephone.

Patient Gateway access for teens and their Patient Gateway proxy is limited as follows:

Information displayed for teens 13 to 18 years old

- Allergies
- Immunizations
- Appointments
- Registration info
- Request Records
- Provider Letters
- Messages*

Information not displayed for teens 13 to 18 years old

- Medications
- Test Results
- Radiology Reports
- Conditions & Procedures
- Questionnaires
- Notes

**The teen and the Patient Gateway proxy have the option to share messages that are sent to the teen's care team.*

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