

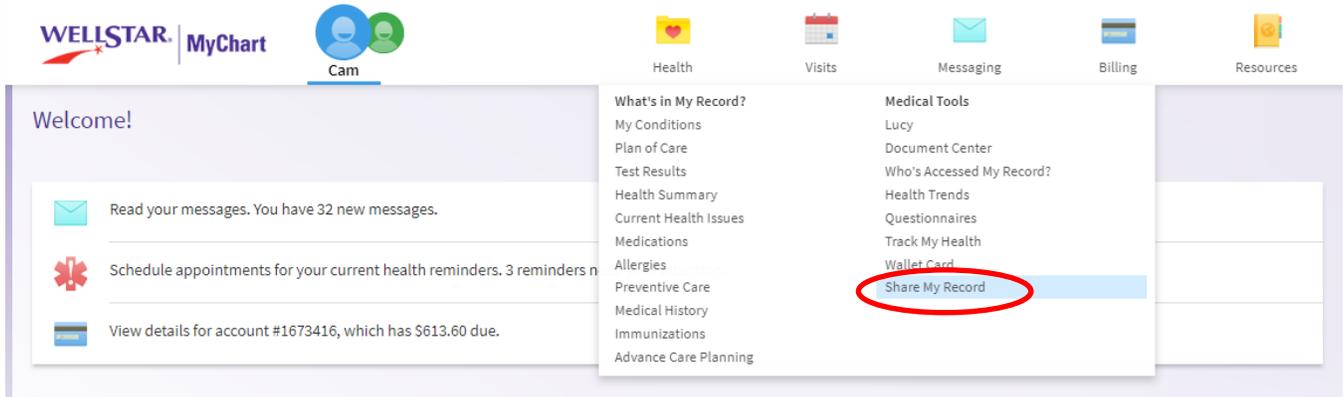
How Can I Send A Proxy Invitation?

This tip sheet will review how to send a proxy invitation and how to revoke someone’s proxy access to your account.

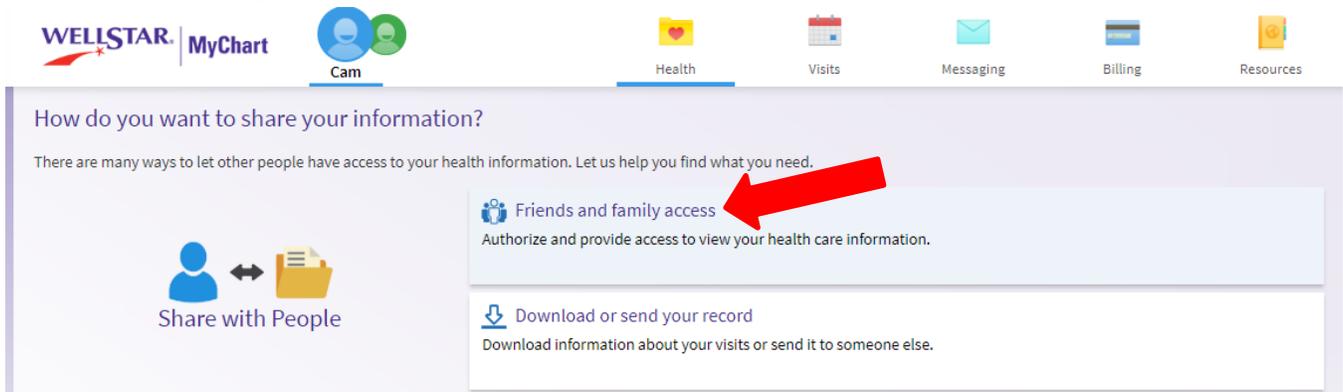
Please Note: The recipient of your proxy invitation must be an existing WellStar patient to accept your invitation.

Try It Out

1. Log in to your MyChart account, under the “Health” menu select “Share My Record”



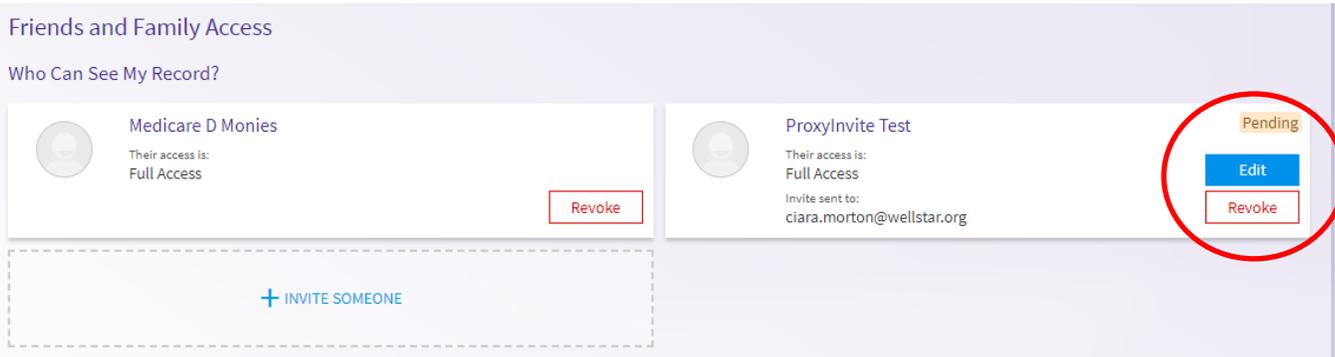
2. Select “Friends and Family Access”



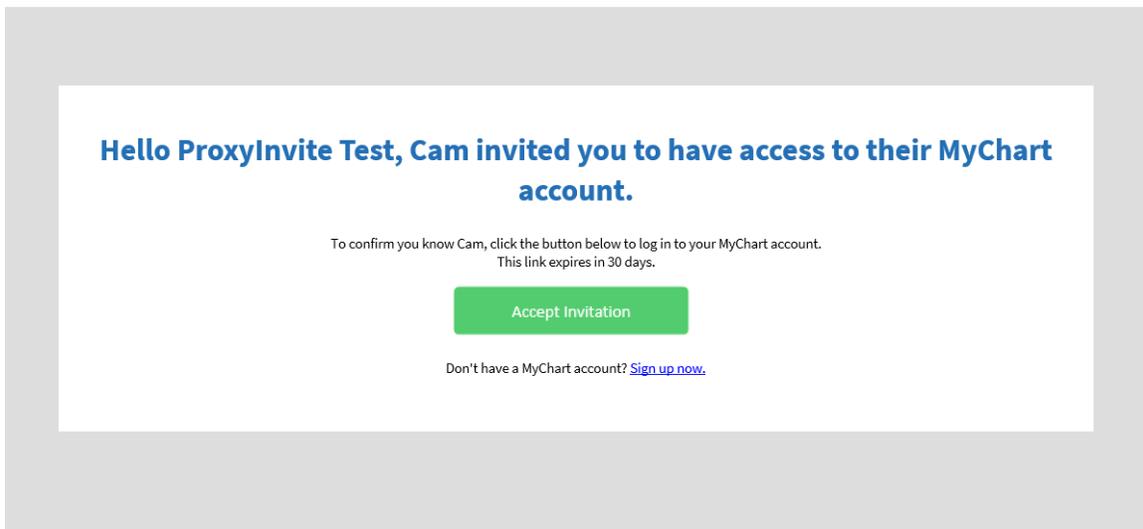
- From the “Friends and Family Access” screen you can review who has proxy access to **your** account and accounts **you** can access. From here, you can revoke access at any time to prevent the listed patients from accessing **your** MyChart account. You can’t revoke or provide proxy access to accounts you have proxy access to, only your account. To send a new proxy invitation, select “Invite Someone”

- Enter the recipient’s name, email and click ‘Send Invite’. **Please note:** If you are sending an invitation to a person who has never been to a WellStar facility, they will need to contact the MyChart Help Desk to request MyChart access.

5. When your invitation has been sent, it will be marked as 'Pending' on the "Friends and Family Access" screen. If for any reason you need to cancel this invitation, you can do so by clicking 'Revoke'. If you need to correct the email or name on the invitation, you can do so by selecting 'Edit' which will send a new invitation with the updated information



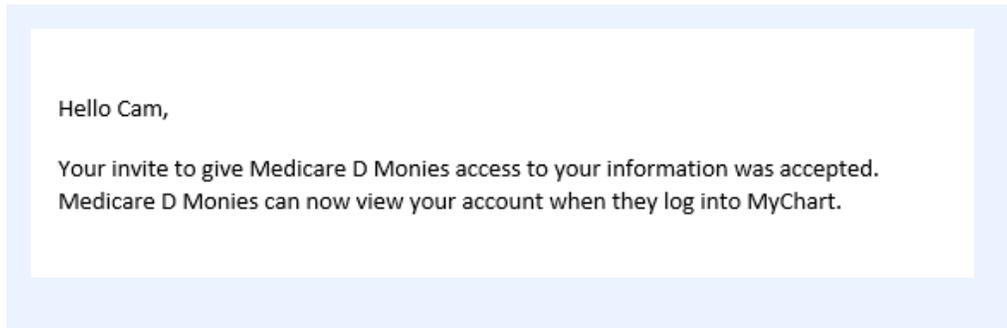
6. Your recipient will receive an email to accept the invitation. If the recipient is **NOT** an existing WellStar patient, he/she will not be able to complete sign-up for a new account. He/she will need to request MyChart access from the MyChart Service Desk



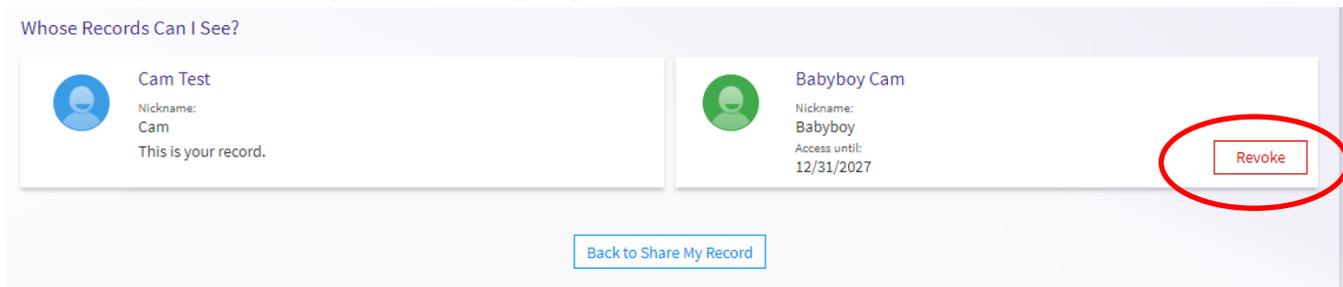
7. Upon clicking the 'Accept Invitation' link, the recipient will need to confirm they know you by entering your date of birth and select 'Accept Invitation'



8. When the invitation has been accepted, you will receive an email stating someone now has access to your MyChart account. If you have the mobile app installed on your phone, you will also receive a push notification of this change



9. Within your MyChart account, on the “Friends and Family Access” screen the “Whose Records Can I See?” section is updated. At any time, either of you can revoke proxy access to each other’s account



Please Note: WellStar does not provide patients under the age of 12 with MyChart access. Adults who have proxy access to a patient under 12, can’t send, view or revoke proxy access via MyChart. Instead, these changes must be made in a WellStar practice or by a WellStar MyChart Support Coordinator with the appropriate documentation. For required documentation, please refer to our MyChart Help and Support page

Proxy invitations give default access in MyChart based on age;

Relationship	Age	Proxy Access Given	Expires at Age
Adult to Adult	18+	Full Access (Results, scheduling, messaging etc.)	Never
Adult to Teen	12-17	Scheduling Access only	18
*Adult to Teen (Teen Plus)	12-17	ONLY GIVEN IN OFFICE, request must be made in person during a visit. This can only be given with your child’s permission (per Georgia State and Federal Law)	
*Adult to Child	0-12	Given in either office or via phone with our MyChart Service Desk. For patient safety reasons, proxy invitations are not available for patients under the age of 12. If you have proxy access to a child, you will not be able to view/modify in MyChart who else has proxy access to the child’s account	

If you need further assistance, please call our MyChart Service Desk at Phone: 470-644-0419 Fax: 770-999-2306 Email: mycharthelp@wellstar.org. Hours: Monday - Friday 8:30a.m - 5:00p.m.