MyChart: Information Sharing for Pediatric Patients

Patients have real-time access to certain medical record information through MyChart. While there are certain exceptions, like an HIV test or a note that could cause harm, real-time access generally includes:

- **Immediate release of final lab and imaging results:** You will be able to view lab and imaging results like x-rays and blood tests as soon as the result is ready.

- **Immediate release of provider notes:** You will have access to notes your provider writes when you visit Wellstar.

What you can expect from your care team

You will receive test results at the same time as your provider, and there may be times when you see your results before your provider has had a chance to review them.

We are committed to giving more details about any abnormal test results as quickly as possible – **typically within two business days of their release.** We know it can be hard to wait to hear from your provider when something doesn't seem right. Giving your provider time to review your results will let them identify the right care options to share with you, and will also give you the opportunity to prepare questions you may want to ask.

If you have an emergent concern, please contact your provider.

Teen-Parent Medical Information Access

Certain laws give adolescents the right to seek healthcare for certain conditions that are important to their health. These laws also give teenagers the right to manage access to patient-clinician conversations about sensitive health-related topics that they might not discuss if they believe it will be shared.

Minors may seek treatment without parental consent, and may exercise their privacy rights regarding disclosure of the healthcare information associated with these conditions. A few examples where Georgia state law permits a minor to seek treatment without parental consent are:

- Testing and treatment for sexually transmitted diseases
- Mental health and/or substance abuse observation and diagnosis
- Testing and treatment for pregnancy and the prevention of pregnancy

Wellstar is obligated to protect the privacy rights of minors ages 12-17 and will not disclose protected information to the parent/guardian through MyChart or a request for the minor's medical record, unless the teen patient has granted parents/guardians proxy access to their MyChart account. Parents can also gain access to their child's medical information that falls outside of state privacy protections through a request to medical records. When medically necessary, a provider may exercise clinical judgment to disclose health information about a minor to a parent or guardian to avert a serious and imminent threat to the health or safety of a minor.

Proxy Access for Parents/Guardians

Proxy access grants parents and/or guardians access to use a minor's MyChart account, or for an adult patient to give proxy access to another adult.

The following types of proxy access are used at Wellstar as a child ages into adulthood

Adult-Child Proxy (0-11)	Teen (12-17)	Teen Plus (12-17)	Adult-Adult (18+)
Includes **full access for the adult.** Access is given to an adult (parent, guardian etc.). Patients ages 0-11 do not have access to create their own MyChart account.	Includes **limited access for the adult and excludes results and notes.** Patients 12-17 have access to create their own MyChart account. Adults with an existing 'Adult-Child' proxy access to the child will automatically transition to 'Teen Proxy' on the child's 12th birthday.	Includes **full access for the adult, including results and notes.** The teen can grant proxy access to the adult by using the Friends and Family Access functionality in MyChart. This access will expire on the teen's 18th birthday.	Patients 18+ have access to create their own MyChart account. When granting proxy access to another patient aged 18+, they are given 'Adult-Adult' proxy access. This access does not expire.

Additional Notations About Your Information

Requesting Medical Records

Parents and guardians of teen patients can still obtain their teen child's health information without MyChart by contacting the Wellstar Medical Record department. Written authorization is required and can be submitted on paper using the authorization form and sending it to one of our locations. Requests can also be submitted electronically on our website. Records for patients who self-refer for care and confidential teen conversations will be excluded as defined by law.

For more information or guidance on navigating resources and how Wellstar can support your family, please contact your health provider, contact the Wellstar MyChart help desk at 470-644-0419, or visit us online at www.wellstar.org and select Get Medical Records under the Patient and Family Resources.

Billing Information

It is important to note that unless the patient pays for services at the time of treatment, parent guarantors will receive bills for services, including those for which a teen patient self-refers. In certain circumstances billing details including charges may be obtained by a guardian during the billing process. In addition, third parties such as physicians and outside laboratories may submit their own bills to a parent or guarantor.

Health Reminders

General health reminders about flu vaccines or other general health care services may be sent to all Wellstar parents or teens.

Patient Satisfaction Surveys

Surveys seeking feedback on patient experience are sent to the patient MyChart account and can be sent to the phone number and address on file for the patient.

More Details About Teen Proxy Access

Proxy access grants parent and/or guardian access to use a minor's MyChart accounts, or for an adult patient to give proxy access to another adult. The term "proxy" is someone who has access to a MyChart account that is not their own. Below is a comparison of proxy access security for each type provided at Wellstar (Adult-Child, Teen, Teen Plus and Adult-Adult).

MyChart Access Frequently Asked Questions

What is a proxy?
The term "proxy" means someone who has access to a MyChart account that is not their own.

What is MyChart Child Proxy access
MyChart Child Proxy access gives the parent(s) or legal guardian of a minor child access to parts of the child's medical record.

What can I see if I am granted Child Proxy access?
1. If the child is 0-11 the parent/legal guardian is granted full access to their child's MyChart record.
2. If the child is 12-17 the parent is granted limited access to their child's MyChart record (the parent can only view immunizations and schedule appointments).
3. When the patient turns 18 the parents/legal guardians proxy access will automatically be revoked, as the child is now an adult.

What is Teen access?
Teen Access allows teens age 12-17 to have full access to their own MyChart account. Teens age 12-17 can invite friends and family to have full proxy access to their MyChart account by using the Proxy Invite feature. It is important to note that when a parent is given access through teen proxy, all health information that the teen patient can see is also viewable by the parent or guardian given proxy access.

How do I revoke my parent or guardian MyChart access?
Patients can remove proxy access at any time through the friends and family section. Patients can also contact their provider's office or the MyChart help desk (470-644-0419) for assistance.

What access or functionality will a parent or teen have at each age?
Below is a comparison of proxy access security for each type provided at Wellstar (Adult-Child, Teen, Teen Plus and Adult-Adult).

Proxy Access Categorized by Feature

Parent Proxy Transitions by Age:

Adult-Child Proxy Ages (0-11) Access is given to an adult (parent, guardian etc.). Patients ages 0-11 do not have access to create their own MyChart account.

Teen Proxy Ages (12-17) Teen patients have access to create their own MyChart account. Adults with an existing 'Adult-Child' proxy access to the child will automatically transition to 'Teen Proxy' on the child's 12th birthday.

Teen Plus (12-17) Teen patients can grant proxy access to the adult by using the Friends and Family Access functionality in MyChart. This access will expire on the teen's 18th birthday.

Adult-Adult Ages (18+) have access to create their own MyChart account. Patients aged 18+ granting proxy access to another patient aged 18+ are given 'Adult-Adult' proxy access. This access does not expire.

Patient Access:
All Wellstar, patients eligible to create their own MyChart account are assigned the 'Patient Access' security upon activation, giving the patient access to view their own MyChart account. Patients must be 12 years old to create a MyChart account is 12 years old.

FIND CARE	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Schedule an Appointment	X	X	X	X	X
View Past and Upcoming Appointments, cancel or eCheck-in for appointments	X		X	X	X
Search for Provider and Find Care	X	X	X	X	X
COMMUNICATION	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Messages *View Inbox (sent and received)*	X		X	X	X
Ask a Question *Send a Message (Medical advice, request medication refill, and customer service)*	X		X	X	X
Patient Letters	X	X	X	X	X
MY RECORD	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Visits *(Written Discharge Information and Clinical Notes)*	X		X	X	X
View Test Results	X		X	X	X
View and Add Health Summary	X		X	X	X
Add a medication	X		X	X	X
Manage My Pharmacies (view/add)	X		X	X	X
Health Summary	X		X	X	X
Current Health Issues (add/remove)	X		X	X	X
Allergies (add/remove)	X		X	X	X
Immunizations (add/remove)	X		X	X	X
Preventive Care (view/mark as complete – Influenza Vaccine)	X		X	X	X
Plan of Care and Goals	X	X	X	X	X
View To Dos	X	X	X	X	X
Preventive Care (view/mark as complete – Influenza Vaccine)	X		X	X	X
Questionnaires *View/Complete assigned questionnaires*	X	X – *can view activity, cannot view existing questionnaires*	X	X	X
View Upcoming Tests and Procedures	X	X – *can view menu item, cannot access activity*	X	X	X
View Medical/Surgical/Family/Social History and Family Status	X		X	X	X
View available health reports (vitals, results etc.)	X		X	X	X
View available growth chart	X		X	X	X
Document Center	X		X	X	X
Download/send Visit Records	X		X	X	X
Download Requested Records	X		X	X	X
View "Who's Accessed My Record?"	X		X	X	X
View Advanced Care Planning	X	X	X	X	X
View Documents on File	X	X	X	X	X
Add Documents (Advanced Directive, Living Will, etc.)	X	X	X	X	X
Request My Records	X	X – *can view menu item, cannot access activity*	X	X	X
BILLING	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Billing Summary	X		X	X	X
View account information	X		X	X	X
Financial Assistance	X		X	X	X

INSURANCE	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
View insurance on file	X	X	X	X	X
View coverage information on file	X	X	X	X	X
Send Customer Service Request	X	X	X	X	X
View claims on file	X	X	X	X	X
SHARING	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Share My Record	X	X	X	X	X
Download/Send record	X		X	X	X
Review device connections (unlink existing devices)	X	X	X	X	X
Share Everywhere *Give one-time access with Share Everywhere to other health care organizations*	X		X	X	X
Link My Accounts	X	X	X	X	X
Link and unlink existing external MyChart accounts					X
RESOURCES	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Search Medical Library	X		X	X	X
ACCOUNT SETTINGS	ADULT CHILD PROXY (0-11)	TEEN PROXY (12-17)	TEEN PLUS (12-17)	ADULT ADULT (18+)	PATIENT ACCESS (12+)
Personal Information	X	X	X	X	X
View/Edit Contact Information (Phone, Address, and E-mail)	X	X	X	X	X
View/Edit Details (Marital Status, Race, Ethnicity, Ethnic Background, Language, and Religion)	X	X	X	X	X
View/Edit Relationships	X	X	X	X	X
Communication Preferences	X	X	X	X	X
View/Edit How MyChart notifications are received	X	X	X	X	X
Other Preferences	X		X	X	X
View/Edit Scheduling Preferences	X		X	X	X
View/Edit Caregiver Information	X		X	X	X