Proxy Access for HealthPartners Online Account

Frequently Asked Questions

How do I request or share proxy access?

To **request** proxy access to the medical information of a patient under 18 years old:

1. Sign in to your own online account
2. Select your name in the upper right-hand corner, then select "Account settings"
3. Expand the "My proxy access" menu option
4. Select "Manage access" in the "Request or add proxy access to someone else's records" section
5. Follow the instructions to request proxy access

Patients 18 years old or older must share access to a proxy – proxies cannot request access on their own. As a patient 18 years old or older, to **share** proxy access:

1. Sign in to your own online account
2. Select your name in the upper right-hand corner, then select "Account settings"
3. Expand the "My proxy access" menu option
4. Select "Manage access" in the "Manage someone else's proxy access to my record" section
5. Select "+" to send an email invitation to the person you'd like as your proxy

Patients ages 13 through 17 can grant full access to a parent or legal guardian.
To share full proxy access as a patient age 13 through 17:

Teens **with** an online account
1. Sign in to your own online account
2. Select your name in the upper right-hand corner, then select "Account settings"
3. Expand the "My proxy access" menu option
4. Select "Manage access" in the "Manage someone else's proxy access to my record" section
5. Select "Edit" to edit the relationship from limited to full or full to limited

Teens **without** an online account
1. Visit your clinic – no appointment required
2. Request a consent form from the registration desk
3. Sign the consent form and return it to our staff member

We'll scan the form and change your account settings to allow your parent or guardian to have full access to your medical information.

Why are proxies of teen patients unable to access their full account?

Parents and guardians have the right to see most of a teen patient's medical information and to make medical decisions for them.

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However, federal and state laws give minors ages 13-17 some confidentiality over certain health services. These include pregnancy care, treatment for sexually transmitted infections, chemical dependency and mental health (at ages 16+). Patients in this age group can choose to give their parent or guardian full access to their medical information.

How long does it take for a proxy request to be confirmed?

If the proxy **requested** access to a patient under 18 years old, their request will be confirmed instantly.

If a patient 18 years old or older **granted** proxy access to another person, the request will be confirmed as soon as the proxy clicks the link in the invitation email and validates the patient's date of birth. The patient will receive an email confirming access.

How do I view my proxy access once it's been set up?

To view information about a patient for whom you have proxy access:

1. Sign in to your own online account.
2. In the purple bar at the top of the screen, select "Care team," "Appointments," "Health records" or "Messages" depending on what you'd like to do.
3. In the "Viewing" dropdown menu in the center of the screen, select the name of the patient whose information you want to see.
4. You'll now see information for the patient and perform activities on their behalf. To remind you, you'll see "Viewing (patient name)" on applicable screens, and you'll also see the patient's name near the top of information screens (e.g., "Immunizations (Agatha)").
5. When you'd like to switch whose information you're seeing, select the "Viewing" dropdown to choose another patient (or yourself).

What kind of patient information can someone with proxy access see online?

Proxies for patients 0-12 years old can see almost everything about the minor's medical information.

Proxies for patients who are 13-17 years old have a more restricted view of the minor's medical information.

The default limited proxy view allows a parent/guardian to view some of a teen's health record online and perform some actions, such as:
- Schedule appointments
- Cancel and view provider notes for Well Child or Dental appointments
- Message the care team, doctors or clinicians who have seen the teen for a well-child or dental visit
- View most letters; COVID, flu and strep test results; and *all* immunizations

Sharing full access to a proxy allows a parent/guardian to view a teen's health record online and perform all actions, such as:
- Schedule and cancel all appointments
- View provider notes for all appointments
- Message teen's care team and doctor
- View all letters, test results and immunizations
- Manage medications and medical history

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What if I have another question?

If you have other questions, we're here to help. Visit our blog to learn more about proxy access.

You can also call our web support team at 952-853-8888 (TTY 711) or 877-726-0203 (toll free). We're available from 8 a.m. to 5 p.m. CT, Monday through Friday.