A personal representative may be granted access to all functions of the portal on behalf of a patient. This is known as "proxy access." Proxy access allows parents and legal guardians to access information in *my*MedStar accounts for their children under 13.

For patients under 13:

Parents and legal guardians can:

- Request permission to access full portal functionality (including making appointments and requesting prescription refills), or

- Request "view only" access

For patients ages 13-17:

Because of legal requirements, the *my*MedStar online health information portal is not available to patients or personal representatives (parents/guardians) of children ages 13-17. At age 13, all proxy access is automatically discontinued.
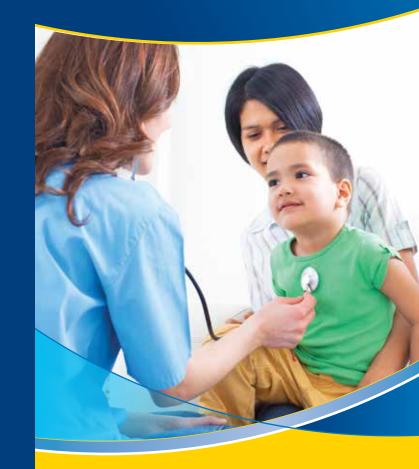
Patients under age 18 cannot request their own *my*MedStar accounts.

For patients ages 18 and older:

All patients ages 18 and older are considered adults and may request a *my*MedStar account and access all the features of the portal. All requests for proxy access for an adult patient's *my*MedStar account must be approved by the patient. At any time, an adult patient may withdraw proxy access from any personal representative.

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*my***MedStar™: Proxy Access for Children**

Knowledge and Compassion
Focused on You

Frequently Asked Questions:

How do I request proxy access to my child's *my*MedStar account?

If the patient is under 13, the parent or legal guardian must complete the *my*MedStar proxy access request form in person at the office of the child's healthcare provider. You must provide one of the following forms of picture identification: driver's license, passport or other government-issued identification, or employment identification. If picture identification is not available, you must present a Social Security card or birth certificate.

Once proxy access has been submitted in person and approved, you will receive a PIN either immediately or via email

- If the personal representative already has his/her own *my*MedStar account:

  - After receiving your PIN, log onto your account. Go to Manage My Profile and Click on "Add a Patient with PIN."

- If the personal representative is a MedStar patient but does not have an existing *my*MedStar account:

  - Go to ***my*MedStar.org** and click on the "Enroll Now" button.

  - Follow the steps to "Request PIN" (Personal Identification Number).

  - When the personal representative receives the PIN via postal mail or email, use the provided number to register a *my*MedStar account.

  - After setting up your own account and receiving a PIN for your child, log on to your own account, Go to Manage MyProfile and Click on "Add a Patient with PIN"

- If the personal representative is not a MedStar patient, follow these steps to Request Access without a Personal Identification Number (PIN):

  - Go to ***my*MedStar.org** and click on the "Enroll Now" button.

  - Follow the steps to "Enroll without a PIN" and create an account.

  - After setting up your own account and receiving a PIN for your child, log on to your own account, Go to Manage My Profile and Click on "Add a Patient with PIN"

Note: Patients 18 and older must complete and sign an adult proxy authorization form at the provider's office to grant access to their *my*MedStar account to a designated patient representative.

Why is access discontinued for children ages 13 to 17?

Due to legal protections for children in this age range, patient and proxy access to *my*MedStar must be discontinued. At age 18, any individual may request a *my*MedStar account and grant proxy access to a designated patient representative.

How do I discontinue my proxy access for a child patient?

At any time, a parent or legal guardian may withdraw his/her own access online via the portal or in person at the office of your child's healthcare provider.

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***my*MedStar.org**