# Request Proxy Access for Another Patient

Parents and caregivers can access and manage their loved one's personal and family health information online via MyChart. Onsite staff can grant proxy access immediately during a visit.  If the proxy is offsite when signing up, they can request proxy access through the Proxy Request Form questionnaire in MyChart if the patient is:

- Younger than 18 years old
- Deceased
- Incapacitated because of a physical or mental disability

Once proxy access is requested in this way, it will be processed by the help desk in approximately 3 days.  If the proxy needs immediate access, call 800-318-4246.  If the proxy does not have a MyChart yet, they will need to complete the Sign Up for MyChart steps on page 2.

If the proxy or another adult patient are trying to give an adult access to their medical or scheduling information, they must use the Sharing Hub activity in their MyChart. For more information regarding proxy access or the required forms, please review our MyChart Proxy Access website.

## Request Proxy Access to Another Patient's Record

1. On the MyChart homepage, click **Your Menu** in the left corner and search for '**Proxy Request**'.

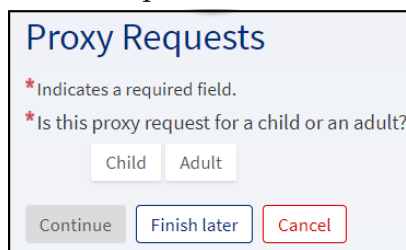2. Click on the **Proxy Requests** Questionnaire.



3. Answer the questionnaire accordingly. Depending on the proxy relationship, you may get differing questions. For some proxy requests, you will be asked to upload consent forms. Ask your doctor for the consent forms.



Once proxy access is requested in this way, it will be processed by the help desk in approximately 3 days.  If you need immediate access, call 800-318-4246.

Sign up for MyChart & Request Proxy access
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Page **1** of 2

1. Open the JHM MyChart webpage:
   https://mychart.hopkinsmedicine.org/MyChart/signup

   **OR**

   Scan this QR code from any mobile device:

2. Fill in all the demographic questions. A * means they are required.

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### Sign Up Now (only available to users 18 and older)

We need some information in order to set up a MyChart account account. Enter your demographics here and in the next step we will verify your identity using questions from a third-party verification system. Once verified, you will be asked to set up a username and password.

Before creating any MyChart account, please be sure to read the MyChart Terms and Conditions and the Johns Hopkins Privacy Practices linked at the bottom of this page.

If you are 13 to 17 years old, contact your provider's office to activate your MyChart account.

* Indicates a required field

**Name**

| * First name | Middle name | * Last name |

**Address**

* Address information is required.

* Country
United States of America

3. Click **Next.** You will then answer question to verify the identity of the parent/proxy (via Lexis-Nexis).

**Answer Questions**
These questions are generated by a third-party system to verify your identity.

**LexisNexis®** RISK SOLUTIONS | Health Care

In which of the following cities does 'Sonny Crown' currently live or own property?

- Hanover, Maryland
- Laurel, Maryland
- Poolesville, Maryland
- Severna Park, Maryland
- None of the above or I am not familiar with this person

Next

4. On the next screen, you will create a user name and password. Then click **Next**.

### Choose a Username & Password

Step 2 of 3

All fields are required.

Please choose your MyChart Username and pass

**MyChart Username**
This must be 6-20 characters and is not case-sensitive.
It cannot be changed, so choose one that is easy to remember

myusername

Username may consist of a-z, 0-9, and . _ or @

**Password**
It must be 8-20 characters that contains at least one letter and
Your password must be different than your MyChart Usernam

●●●●●●●●

Eight characters or more; case sensitive

**Retype Password**

●●●●●●●●

NEXT

5. You will then see a screen where you need to validate the parent/proxy email address and click **Sign In**.

**MyChart**
*Your health. Your knowledge. Your connection.*

### E-mail Notifications

Step 3 of 3

**E-mail Address**
Your e-mail address will be used for alerts only. We will not share your e-mail ad

ahall45@johnshopkins.edu

Example: chris@company.com

**Retype E-mail Address**

ahall45@johnshopkins.edu

SIGN IN

Sign up for MyChart & Request Proxy access
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Page **2** of **2**