

Provider Information

Adolescent Access to the Patient Portal

WHAT YOU NEED TO KNOW AND DO

Adolescents ages 13-17 now have access to their personal online medical record via Mission Health's Patient Portal.

WHAT YOU NEED TO KNOW:

- North Carolina and Federal laws protect minors by prohibiting disclosure of certain health related information to parents/guardians
- Portal access for adolescents 13-17 years old is allowed as long as the access is limited to the adolescent (e.g. this is not a proxy account)
- To ensure confidentiality, the process for granting adolescents access to the patient portal is different than establishing proxy access for children younger than age 13
- Providers must be actively involved in discussing portal access with adolescents and their parent or guardian to determine if this is the right choice for them

WHAT YOU NEED TO DO:

- Discuss the benefits of patient portal access with the patient and their parent(s)/guardian
- Following this conversation, obtain joint consent from the adolescent and the parent/guardian using the Authorization for Patient Portal Access - Adolescent
- The provider will request the portal account be established by HIM using the Cerner order "Establish Adolescent Patient Portal Account"
- Front staff will scan the signed form into the adolescent's chart
- HIM department will be automatically notified to send the portal invitation to the adolescent's personal email address
- Adolescents can then create a login and access their personal patient portal



What is Mission's previous policy regarding Patient Portal access for Adolescents?

Due to NC State and Federal laws, parents/guardians may have online access to children's accounts until the child's 13th birthday. Once a child has turned 13 years old, parents no longer have access.

How is the policy changing?

Adolescents between the ages of 13-17 years old may now have access to their health records through their own Patient Portal account. The parent will not be granted access.

How does the Adolescent obtain access?

The provider must obtain joint consent from the patient and the parent/guardian by having the Authorization for Patient Portal Access - Adolescent form signed and scanned into the chart. The provider must also enter an electronic order.

What order do I submit?

The order is called "Establish Adolescent Patient Portal Account".

When do I need to have a conversation about Patient Portal access for Adolescents?

Providers should have this conversation when both the patient and parent/guardian are present.

How does the Adolescent access their Patient Portal account?

Access may be granted to the adolescent through their own personal email account. Once the Authorization for Patient Portal Access - Adolescent form has been completed and the Provider has submitted the order authorizing the creation of an account, the Health Information Management department would receive the order and send the adolescent an invitation to the Patient Portal.

Can a Parent/Guardian obtain access to the Adolescent's account?

No. Access is only granted to the adolescent through their own personal email account. Providers should advise the adolescent not to share their username or password with anyone.

Can a Parent/Guardian withdraw consent after the Adolescent has created an account?

Yes. A parent/guardian can withdraw consent at any time.

REMINDER: When communicating with minor patients, anything not covered under confidentiality law should be discussed with both patient and their guardian.

