

Information/Scripting for Front Desk/Call Room

Portal Access Overview

<u>Adult Age 18 or older; or Emancipated Minor</u>	<ul style="list-style-type: none">▪ Full access to Portal for themselves▪ Full ability to grant proxy access to another
<u>Minor/Adolescent Age 14 through 17</u>	<ul style="list-style-type: none">▪ Full access to Portal granted to Minor/Adolescent▪ Proxy accounts prohibited
<u>Infant through Age 13*</u>	<ul style="list-style-type: none">▪ Full access to Portal granted to Parent or Legal Guardian as proxy with automatic termination of proxy access on patient's 14th birthday.

Proxy Access Changes

Quillen ETSU Physicians is taking steps to protect the privacy rights of our minor patients. Beginning August 1, 2018, proxy account access to patient portal accounts of minor patients, ages 14 through 17, will no longer be offered.

Parents, and other authorized parties, with current proxy access to patient portal accounts of minor patients ages 14 through 17 were notified that their proxy access to the portal will be terminated on August 1, 2018.

Parents, or other authorized parties, may still request copies of their minor patient's records through the normal medical records request process, but portal access will only be given to the minor patients themselves.

Please note: This policy change will not affect individuals who may currently have, or wish to obtain in future, proxy portal access to a minor patient ages 14 through 17 who is mentally incapacitated. However, prior to granting proxy access, the clinic manager must approve it.

Why?

State law empowers adolescents to make their own healthcare decisions for treatment of certain health conditions, including contraception, prenatal care, and STDs.

The proxy access change reflects the age at which Tennessee presumes a minor to be mature enough to make healthcare decisions.

Although not all of the medical information in FollowMyHealth is protected, making this change helps us protect the conditions for which minors possess their own privacy rights (i.e. contraception¹, prenatal care², drug abuse³, etc.).

¹ T.C.A. 68-34-107 Contraceptives for minors.

² T.C.A. 63-6-223. Prenatal and peripartum care for minors.

³ T.C.A. 63-6-220. Treatment of juvenile drug abusers without parental consent.

Discussing FollowMyHealth with Minors (ages 14-17) and Parents

To minor patient:

Our office offers you access to your medical record through the FollowMyHealth patient portal. This portal gives you access to your appointment times, vitals (height, weight, blood pressure), labs, and other medical information, and it also allows you to message your provider if you have a question about your health. If you would like to sign up, you will have to have your own email address and you will need to complete this form [Patient Portal Registration Form]. This will be *your* account, and we only offer *you the patient* access. That means your parent or legal guardian will not have access to your medical information via the patient portal. Please be aware, however, there are other ways your parent or legal guardian may access your health information. For example, if you are on your parent's insurance, your parent may receive a bill from the insurance company that may contain some health information in relation to your treatment.

To the parent/guardian:

We believe that offering your son/daughter access to the FollowMyHealth patient portal is one of the first steps toward independence. This access can help him/her learn more about managing his/her health.

In accordance with state law, we only offer the patient access to the FollowMyHealth portal since this enables us to better protect certain health conditions for which minor patients possess their own privacy rights.

If the parent/guardian asks about tracking appointments/reminders:

Encourage the parent to sign up for Televox phone reminders or text messages (when available)

If they ask about getting a copy of the health record:

Explain that they always have the right to request a copy of the record, and records we are authorized to release to them will be provided. Provide a medical record request form.

If the parent/guardian has any other questions, direct them to talk to the clinic manager, who can also refer them to our HIPAA privacy officers if needed.

Concerns or Questions?

Please reach out to the clinic manager or our HIPAA privacy officer. Our staff will be glad to provide you with this contact information.

- MEAC Clinics: Paula Wright, HIPAA PO 423.433.6025
- Family Medicine Clinics: Lindsay Daniel, HIPAA PO 423.439.8533
