Welcome to MyChart Proxy Sign Up

MyChart Proxy access allows a parent or legal guardian to manage a MyChart account for a child under the age of 18.

This type of access allows the proxy to view the child’s medical records, message the clinical staff, engage in a video appointment with the physician, and more!

Please use this guide to take the necessary steps to register to become a proxy for your child.

**WARNING**: If you receive a link for activation, complete as soon as possible, as the link is only active for **24 hours**.

Heath Information Management
utmchartproxy@uthscsa.edu
210-450-9760
Step 1: Access the Under 18 Proxy Form

The Under 18 Proxy Form can be found on the UT Health website, www.uthealthcare.org/mychart. This form should be completed by the parent or legal guardian who is requesting proxy access for the child.

In the Resources section, click Under 18 Proxy Form, which will direct you to an electronic version of the form.

Step 2: Complete the Under 18 Proxy Form

1. Complete all the fields in the Child and Parent/Legal Guardian Information sections.
A. In the **Patient's Name** field, add the **name of the child**.
B. In the **Proxy's Name** field, add the **name of the parent/guardian**.

2. Select your relationship with the child. Please note that it is important to select the appropriate **legal** relationship you have with the child. Use the following guidelines to determine which relationship best describes you and the child:

- **Parent**: The lawful or natural mother or father of a child.
- **Custodial Parent**: The parent that has primary physical custody of a child in the event of a divorce.
- **Non-Custodial Parent**: The parent that does not have primary physical custody of a child in the event of a divorce.
- **Permanent Legal Guardian**: The person who has been court appointed to care for the child.

3. Acknowledge and agree to the proxy terms by completing the following fields:

- **Signature of parent/guardian** (Typed name will be accepted as signature)
- **Relationship to the child** (must match your selection above)
4. Once the form is complete, click on the disk in the upper left corner to save the form to your computer so that it can be attached with the supporting documentation in step 3.
Step 3: Submit Completed Form and Supporting Documentation

All parents/guardians requesting proxy access are required to provide a valid photo ID that belongs to the parent or guardian to serve as proxy. Additionally, guardians are required to provide legal documentation to prove their guardianship. To submit the completed Under 18 Proxy form and appropriate documentation, choose one of the following:

- Email uthmychartproxy@uthscsa.edu and attach the completed Under 18 Proxy form and supporting documentation. The parent/guardian can scan and email the information or use their mobile device to capture photos of the information and attach them to the email. (Note: This is not a secure method of transmission and UT Health is not able to ensure the security of this information during transmission).

- Fax to 210-450-6058.

Step 4: Proxy Access Granted

Upon receiving the submitted Under 18 Proxy Form and all required supporting documentation, the Health Information Management department will process the request, and grant proxy access if appropriate.

- Parents/Guardians who are UT Health patients with a MyChart account:
  You will be notified through email that MyChart Proxy has been granted and you will see a Child icon next to your patient icon in the upper left corner when you log in to your MyChart account.

  This completes your MyChart proxy request, if you have a video visit please proceed to the Video Visit section on page 7.

- Parents/Guardians without a MyChart account:
  You will be notified through email that MyChart proxy access will be granted upon activation of the MyChart link. Please proceed to Step 5.
Step 5: Complete Activation

Click the link located in the email and this will direct you to the activation page to complete MyChart registration.

**WARNING:** The link is only active for **24 hours**. If the link expires, please call 210-450-9760 to be sent a new email.

The MyChart registration screen will allow you to create a username, password, and answer security questions. Please note that in the date of birth field, you will put the date of birth of the **parent/guardian**, **not** the date of birth of the child.

Once all fields are complete and you agree to the Terms and Conditions, click **Submit**. You will be directed to a screen confirming your activation. Click on the “navigate to the MyChart website” link.

This completes your MyChart proxy request, if you have a video visit please proceed to the Video Visit section on page 7.
Video Visits

To schedule a video visit, please contact the clinic in which you wish to make an appointment. For information regarding how to navigate a scheduled video visit, please reference the resources at www.uthealthcare.org/mychart, or contact the clinic for additional phone support.

Resources

Under 18 Proxy Form »

Video Visit Instructions

Video Visit Instructions