

MyChart, powered by Epic, allows you to give someone else access to your MyChart account. You can also get access to other people's accounts with their permission. This is called **proxy access**.

Who can be a proxy?

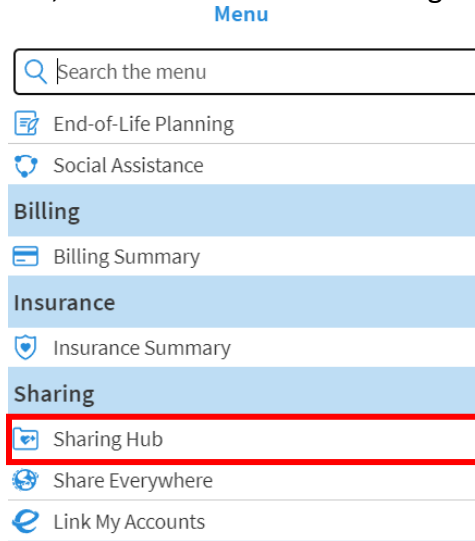
- For patients ages 0 to 11, only their parents or legal guardians can have access to their child's MyChart account. They need to set up proxy access by speaking with any patient-facing staff member.
- For patients 12 years and older, they will have access to their own MyChart account and can invite anyone to have proxy access.
- For court-ordered or legal relationships such as foster parents or children's aid guardians, Health Records will need to review the legal documentation before providing proxy.
- If you want to be a proxy for a patient who is not able to give access or consent to access, you must make a request to Health Records.
- All proxies must have their own Unity Health Toronto MyChart account.

What steps does my proxy need to take to create their own account?

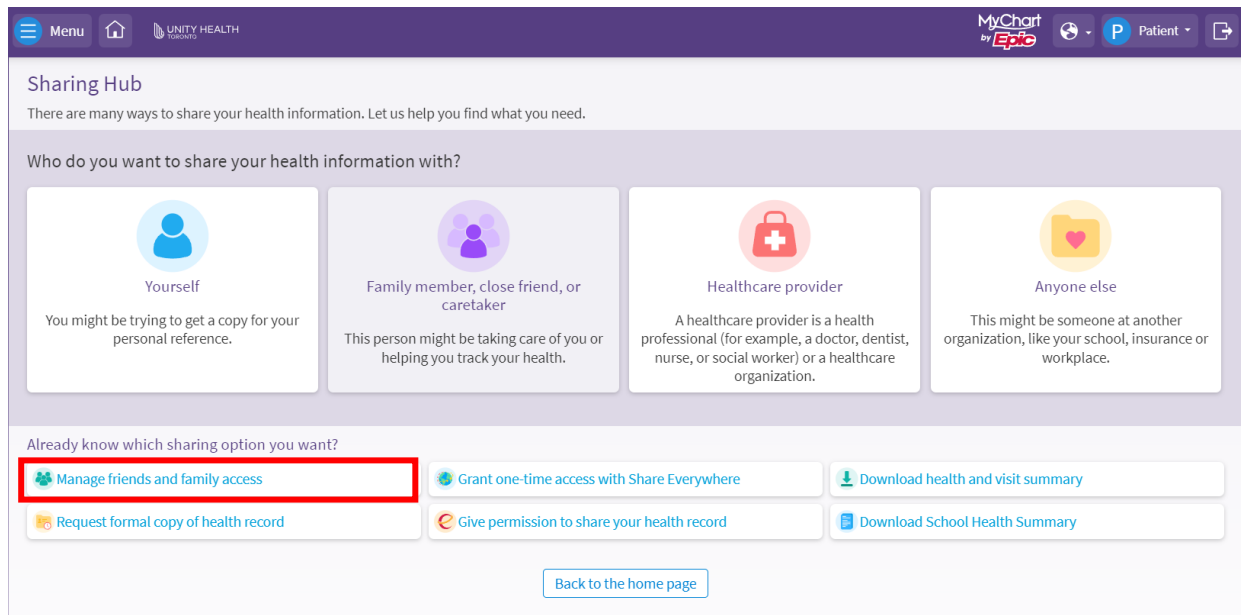
- If the proxy has received care at Unity Health, they can sign up for a MyChart account with or without an activation code.
- If the proxy never received care at Unity Health, they need to create a MyChart account without an activation code. Once this is done, their information needs to be validated either by coming in person in the hospital or contacting the MyChart Support team at 416-864-5494 or mychartsupport@unityhealth.to

How do I invite someone to be a proxy on my MyChart account?

From the Menu, select **Sharing Hub**, which is found in the Sharing section.



On the Sharing Hub Page, select **Manage friend and family access**.



Click to **Invite friends or family**.


Friends and Family Access

Who can see my record?

No friends or family can see your health info.

[+ Invite friends or family](#)

Whose records can I see?

 **John MyChart**
Nickname:
John
This is your record.

[Edit](#)

[Back to Sharing Hub](#)

Enter the name and email address of the person you would like to add as a proxy to your account and choose the level of access you would like them to have.

- Full access (This person will have access to clinical information such as test results, diagnoses, medications, notes, scheduling, and messaging features.)
- Clinical access (The person will have read-only access to clinical information, such as test results, diagnoses, medications, notes, but will not have access to messaging or scheduling features.)
- Scheduling/Messaging access (The person will have access to scheduling and messaging features only and will not have access to your clinical information, such as test results, diagnoses, medications, and notes.)

View and agree to the Terms and Conditions. Click on **Send invite**.

1 We will email an invitation to someone you trust. 2 From the email, they can log in to their MyChart to accept the invitation. 3 They must verify they know you by entering your date of birth.

*Indicates a required field.

Who are you inviting?

* Invitee name
David

Where should we send this invitation?

* Invitee email
unityhealthexample@gmail.com

* Confirm invitee email
unityhealthexample@gmail.com

*What kind of access would you like this person to have to your chart?

Full Access Clinical Access Scheduling/Messaging Access

What may this person have access to?
This type of access is for an adult accessing another adult's record in MyChart. This person will have access to clinical information, along with messaging and scheduling features.

View Terms and Conditions

I agree to the Terms and Conditions

Send invite

The proxy will appear as **Pending**. The proxy will receive an email and need to accept the invite.

Friends and Family Access

Who can see my record?

David [redacted] Pending

Their access is:
Full Access ⓘ

Invite sent to:
[redacted]@gmail.com

Edit Revoke

+ Invite friends or family

Whose records can I see?

John MyChart

Nickname:
John

This is your record.

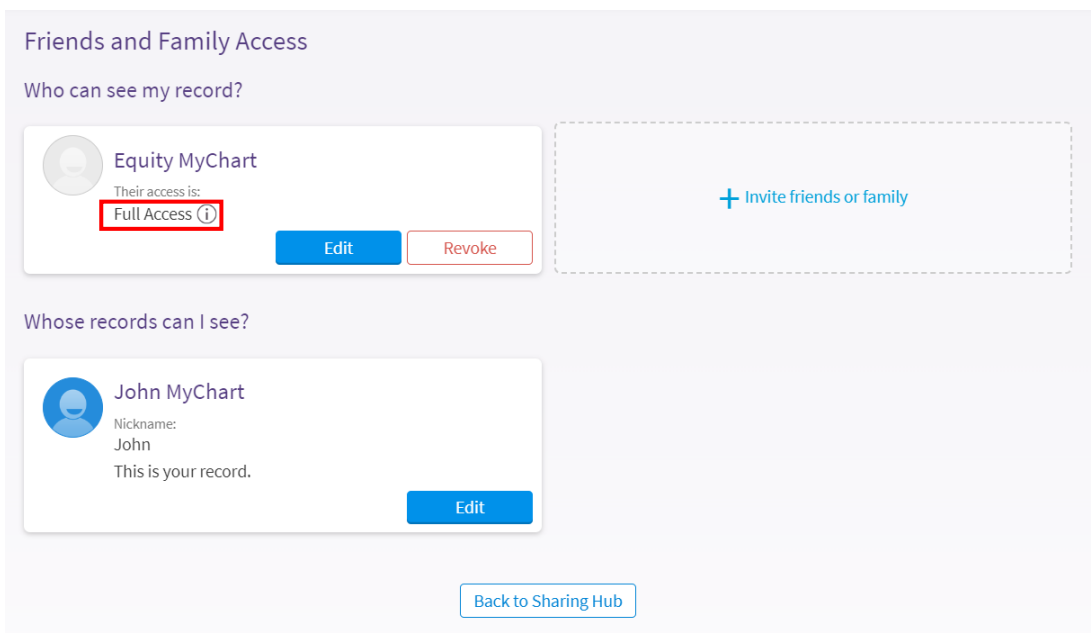
Edit

Back to Sharing Hub

Once the proxy has accepted the request, you will receive an email informing you.

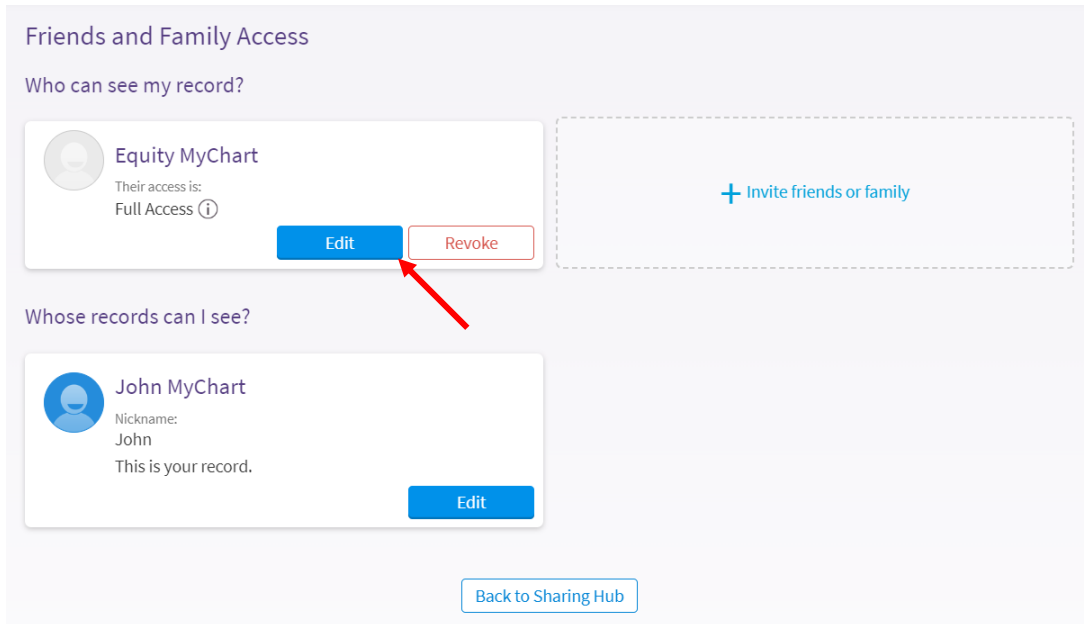
Hello John,
Your invite to give Equity MyChart access to your MyChart account was accepted. Equity MyChart can now view your account when they log in to MyChart. If you want to remove their access, log in to MyChart and go to the Share My Record page.

The proxy and their status will be updated in the **Friends and Family Access** tab.

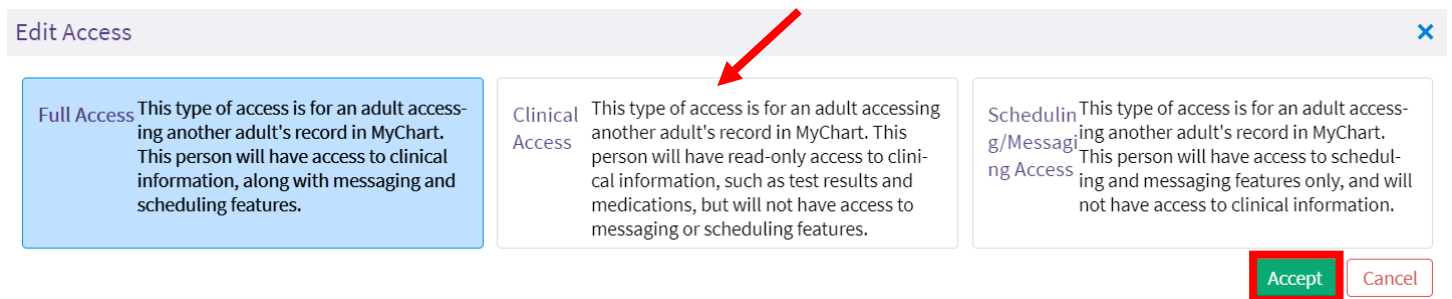


How can I edit proxy access?

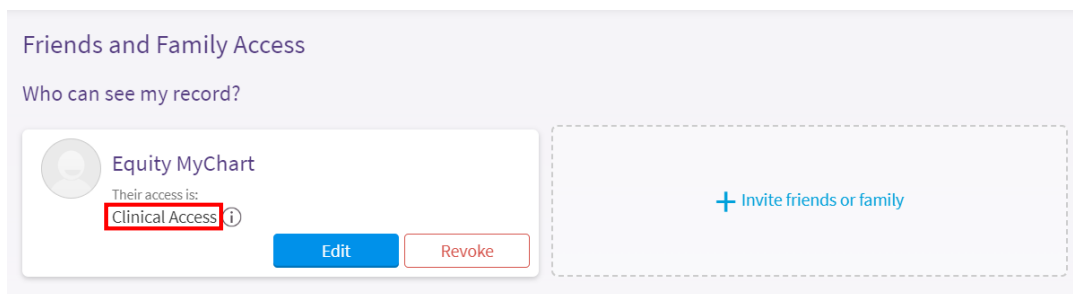
You can edit the level of proxy access within the **Family and Friends Access** section.



Click on **Edit** to change the level of proxy access. Select the new proxy access you would like the proxy to have and click **Accept**.

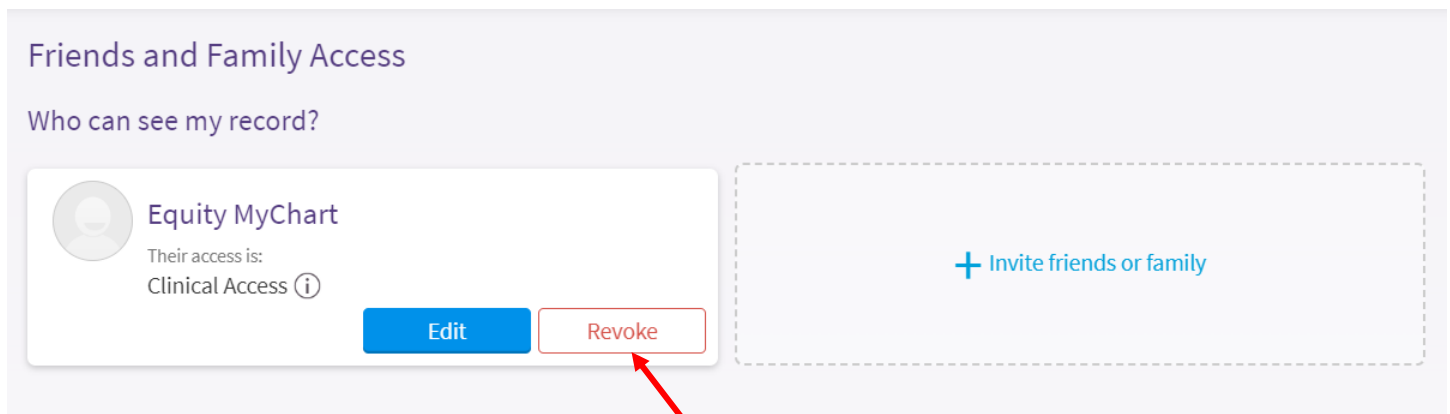


The proxy access has now been changed from **Full Access** to **Clinical Access**.

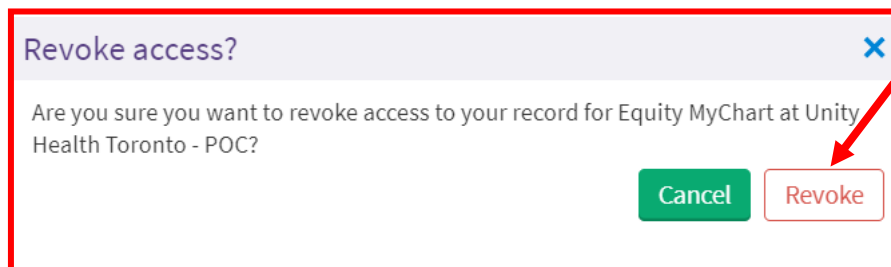


How can I remove proxy access?

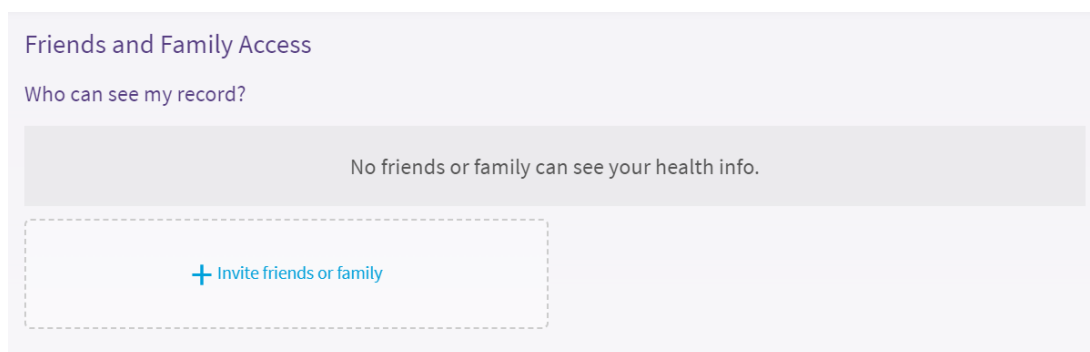
Click **Revoke** to remove the person's proxy access from the **Friends and Family Access** section.



The below pop-up will appear. Click **Revoke** again.



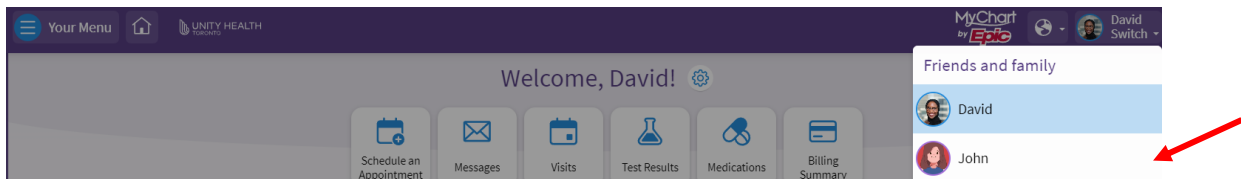
The proxy has been removed.



How does my proxy access my information?

Your proxy can see your information within their MyChart account.

Once logged in to their own MyChart account, they can switch to your MyChart account by using the Switch function on the main MyChart toolbar.



Contact Us

You can contact your healthcare team for help with proxy access.

If you have any issues using this MyChart feature, please get in touch with the Unity Health MyChart Support team.

Email: mychartsupport@unityhealth.to

Phone: 416-864-5494