

MyChart Proxy Access FAQ

Learn how to get access to your child's or elderly parent's health information via MyChart.

MyChart allows you to view your health information, request appointments and communicate with your physician's office, securely over the internet. MyChart information is protected from unauthorized disclosure by HIPAA and Illinois law. However with appropriate authorization, you may view information from another's medical record. This is called "Proxy Access". The questions and answers below provide further information about Proxy Access.

Can I have access to my child's medical information through MyChart?

Yes. A parent or legal guardian of a minor child may request proxy access to their child's MyChart account by completing the Child Proxy Access Consent Form. Your single MyChart access code will allow you to see your own information (if you are a DuPage Medical Group patient) as well as your child's information.

Why is MyChart access to my child's health information restricted when they turn 12 years old?

State and Federal law restricts parental access to certain medical information for minors age 12-17. Because of these restrictions, we can provide only limited automated MyChart services to parents of minor patients in this age category. You may be allowed to access additional information by making a written request using a Release of Information Form that may be obtained from your doctor's office or you may print one from www.mychart.dupagemedicalgroup.com.

I manage the medical care of my elderly parent. Can I have access to their medical information through MyChart?

Yes. Complete the MyChart Adult Proxy Access Form and have the patient sign the authorization on page 2.

I have medical power of attorney for my elderly adult parent. Do I automatically have access to their medical record through MyChart?

To obtain access to another adult individual's medical information you must have legal guardianship appointed by the courts or complete the MyChart Adult Proxy Access Form and have the patient sign the authorization on page 2.

I'm 17 years old. Can I have my own MyChart account?

An individual must be age 18 or older to request a personal account. Parents or guardians of minor children may request access to the minor child's account by completing the MyChart Child Proxy Form. Minor children between the ages of 12 and 17 (inclusive) will not be given access to MyChart.

I need more information than is available through MyChart. How can I request electronic or paper copies of additional medical information?

Complete the appropriate authorization for release of health information form available at your clinic or on the DuPage Medical Group website at www.mychart.dupagemedicalgroup.com.