

MyChart Caregiver Access Information Sheet

Southcoast recognizes that an adult (i.e. a spouse, parent, adult child, friend), known as a Caregiver, may be granted access to the medical record of an adult Southcoast patient online via MyChart upon receipt of the authorization of the patient.

Caregivers seeking access to a Southcoast patient's medical record online through MyChart must adhere to the following conditions:

- + MyChart Caregiver Access Authorization Form must be completed and signed.
- + Caregiver must log into MyChart with his/her own User ID and Password.
- + Caregiver must agree to abide by the terms and conditions of the MyChart site.
- + Communications on behalf of the patient must be sent from the patient's MyChart account and responses will be received by the patient's MyChart account.
- + **MyChart is not to be used in an emergency.**

Caregiver access to a patient's record is revoked when the patient or a physician submits a request to Southcoast to revoke Caregiver's access or the patient revokes Caregiver's access online via MyChart.

If the Caregiver already has a MyChart account, Caregiver will receive a MyChart message when access to the patient's record becomes available, typically 5 to 7 business days after the completed authorization form is received. If the Caregiver does not have a MyChart account, Caregiver will receive an activation letter with instructions on how to create one. Caregiver must promptly activate the account.

This authorization is voluntary, and will continue unless terminated by the patient, patient's guardian, a physician, or Southcoast. If the Caregiver chooses to cancel this agreement at a later date, the Caregiver shall send written notification to Southcoast Health, Health Information Management Dept., Release of Information/MyChart, 200 Mill Road, Suite 210, Fairhaven, MA 02719.

