

## Understanding the Patient Care Representative (PCR) access for Patient Gateway

A Patient Gateway account can be set up for a Patient Care Representative (PCR) that will allow the PCR to act on the patient’s behalf. The PCR will be able to use the functionality of Patient Gateway to handle medical requests and view patient information on behalf of the patient.

- A PCR must be 18 years of age or older
- PCR access cannot be granted through online enrollment, it must be done at a Patient Gateway Practice by filling out a PCR enrollment form (a separate form must be filled out for each patient/PCR)
- The information available in Patient Gateway is a subset of information contained in the legal health record, and varies depending on the age of the Patient

### → PCR Access for Children age 0-12

A parent or guardian may become a PCR for a patient age 0-12 by completing an enrollment form at the Practice. The form must be signed by the PCR. Children age 0-12 cannot have their own Patient Gateway account.

When the child turns 13 PCR access is terminated unless a new PCR form for a Teen account is filled out at the practice. A message will be sent to the PCR thirty days prior to the 13<sup>th</sup> birthday.

#### Information displayed for PCR’s of patients 0-12 years old

- |                 |                     |                   |                           |
|-----------------|---------------------|-------------------|---------------------------|
| • Allergies     | • Registration info | • Medications     | • Radiology Reports       |
| • Immunizations | • Requests          | • Results         | • Conditions & Procedures |
| • Appointments  | • Messages          | • Results Letters |                           |

### → PCR Access for Teens Age 13 to 17

A parent or guardian may become a PCR for a patient age 13-17 by completing an enrollment form at the Practice. The form must be signed by the Patient and the PCR. This will allow a PCR to act on behalf of the patient *and* allow the patient to manage a Patient Gateway self account if desired. A teen patient cannot have their own account unless there is a PCR; however, there can be a PCR account if the teen does not wish to have their own account.

When the teen turns 18 PCR access is terminated unless a new PCR form for an Adult PCR account is filled out at the practice. A message will be sent thirty days prior to the 18<sup>th</sup> birthday.

Due to the risk of showing confidential information Patient Gateway access for Teens and their PCR’s is limited.

#### Information displayed for teens 13-17 years old

- Allergies
- Immunizations
- Appointments
- Registration info
- Requests
- Messages\*

#### Information *not* displayed for teens 13-17 years old

- Medications
- Results
- Results Letters
- Radiology Reports
- Conditions & Procedures

\*The teen and the PCR have the option to share messages that are sent to the Practice/Provider.

### → PCR access for Adults Age 18 and over

A spouse, parent, adult child, or other designee may become a PCR for a patient 18 years of age or older by completing an enrollment form at the Practice. The form must be signed by the PCR and the patient.

Access for the adult account is the same as that of a child account.