



The Youth Clinic  
caring for our future generations

## **My Health Connection-UCHealth Portal**

### Guidelines and Tips

- ✓ If the child **has not been seen** at The Youth Clinic after 10/3/22
  - Patient is 13 years old or younger
    - Parent or child **had** a My Health Connection account prior to October 2022 and parent has proxy access to their child
      - If a YC provider is listed as the PCP, the parent can message the PCP
      - Parent will have access to all clinical information in the patient's chart going forward after being seen.
      - Immunizations will not be in Epic and therefore not in My Health Connection until the patient has been seen.
      - No other clinical data will be in My Health Connection. It still exists in our legacy portal Follow My Health
    - Parent or child does **not** have a My Health Connection account
      - Go to <https://mychart.uchealth.org/mhcweb/registration> and complete the required information to create an account for the parent
      - Request to have proxy access to your child's health record, the proxy approval usually takes 24 hours to receive access
        - ✓ To do this on the mobile app, tap the menu button in the top right corner, tap "Tools" and then "Request family access."
        - ✓ On the website, open the menu at the top of the screen, then scroll down to the "Sharing" section and click "Request family access."
  - Patient is 14 years of age or older
    - Parent or child **had** a My Health Connection account prior to October 2022 and parent has proxy access to their child
      - If a YC provider is listed as the PCP, the parent can message the PCP
      - Immunizations will not be in Epic, and therefore not in My Health Connection until the patient has been seen.
      - Parent will have access to only Immunizations and messaging a provider going forward after being seen. Colorado law states patients over 14 have the right to a confidential health record

- It is strongly recommended that patients ages 14-17 create their own individual My Health Connection with a separate email address and password. This will allow them to see their full clinical record.
  - No other clinical data will be in My Health Connection. It still exists in our legacy portal Follow My Health
  - Parent or child does **not** have a My Health Connection account
    - Go to <https://mychart.uchealth.org/mhcweb/registration> and complete the required information to create an account for the parent
    - Request to have proxy access to your teen's health record, the proxy approval usually takes 24 hours to receive access
      - ✓ To do this on the mobile app, tap the menu button in the top right corner, tap "Tools" and then "Request family access."
      - ✓ On the website, open the menu at the top of the screen, then scroll down to the "Sharing" section and click "Request family access."
  - Parent will have access to only Immunizations and messaging a provider going forward after being seen. Colorado law states patients over 14 have the right to a confidential health record.
  - It is strongly recommended that patients ages 14-17 create their own individual My Health Connection with a separate email address and password. This will allow them to see their full clinical record.
- ✓ The child **has been seen** at The Youth Clinic after we migrated to Epic on 10/3/22
- Patient is 13 years old or younger
    - Parent or child **has** a My Health Connection account and has proxy access to their child
      - Parent can message the PCP
      - Parent will have access to all clinical information in the patient's chart
      - Prior to 10/3/22, clinical data will be in My Health Connection. It still exists in our legacy portal, Follow My Health. We did not import all the patient clinical data into Epic, therefore it does not display on the My Health Connection portal
    - Parent or child does **not** have a My Health Connection account
      - Go to <https://mychart.uchealth.org/mhcweb/registration> and complete the required information to create an account for the parent
      - Request to have proxy access to your child's health record, the proxy approval usually takes 24 hours to receive access
        - ✓ To do this on the mobile app, tap the menu button in the top right corner, tap "Tools" and then "Request family access."

✓ On the website, open the menu at the top of the screen, then scroll down to the "Sharing" section and click "Request family access."

- Patient is 14 years of age or older
  - Parent or child **has** a My Health Connection account and parent has proxy access to their child
    - Parent can message the PCP
    - Parent can view the Immunization record of the teen.
    - Messaging the provider and view the Immunization Record is the only clinical data that is available for parent to view. Colorado law states patients over 14 have the right to a confidential health record.
    - No other clinical data will be in My Health Connection. It still exists in our legacy portal Follow My Health
    - It is strongly recommended that patients ages 14-17 create their own individual My Health Connection with a separate email address and password. This will allow them to see their full clinical record. The patient will have full access to their individual MHC account. All problems, appointments, medications, results etc. will display for the teen themselves on their personal account.
  - Parent or child does **not** have a My Health Connection account
    - Go to <https://mychart.uchealth.org/mhcweb/registration> and complete the required information to create an account for the parent
    - Request to have proxy access to your teen's health record, the proxy approval usually takes 24 hours to receive access
      - ✓ To do this on the mobile app, tap the menu button in the top right corner, tap "Tools" and then "Request family access."
      - ✓ On the website, open the menu at the top of the screen, then scroll down to the "Sharing" section and click "Request family access."
    - Parent will have access to only Immunizations and messaging a provider going forward after being seen. Colorado law states patients over 14 have the right to a confidential health record.
    - It is strongly recommended that patients ages 14-17 create their own individual My Health Connection with a separate email address and password. This will allow them to see their full clinical record. This will allow them to see their full clinical record. The patient will have full access to their individual MHC account. All problems, appointments, medications, results etc. will display for the teen themselves

## **Telehealth Requirements**

Patient is 13 years old or younger

- Parent must have a My Health Connection portal account set up before the visit

Patient is 14 years of age or older

- Patient must have a My Health Connection portal account. If Parent has a proxy, it doesn't matter, the Telehealth visit must be done while **logged into Teens' individual MHC account**

## **General Trouble shooting for portal questions**

- Which portal are you on?
  - Follow My Health
    - Follow My Health will not have any new data after 10/3/22
    - You will not be able to message the provider on FMH
    - All previous Clinical information will stay in FMH
  - My Health Connection-UCHealth
    - Only clinical data after 10/3/22 will show
    - Once child turns 14 yrs. of age, you will stop seeing clinical data for them, with the exception of Immunizations. You will be able to message the provider
    - Parent/teen will only be able to message providers the patient has seen in Epic