

MySutterOnline (MSO) Proxy Access - Frequently Asked Questions

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Q. How do we sign up for Proxy Access?

A: Submit one request form for each patient or child. The proxy representative (PR), regardless of status as an MSO patient must submit the MySutterOnline Release of Information (ROI) request to establish a MySutterOnline account. If already enrolled in MySutterOnline, you do not need to submit the ROI form.

Once Proxy Access is established, a link to the patient's or child's MySutterOnline health record will appear in the designated representative's MySutterOnline account. Click the link to activate proxy and enter the patient's or child's health record.

Please contact your care center to obtain the ROI form.

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Q. Why have a Proxy Access Program?

A: State and federal patient privacy laws make it illegal for MSO to provide medical information to another person without written authorization. To comply with these laws, we may not allow someone to access a MySutterOnline account directly, even if that person is acting on behalf of another. Proxy Access offers a legal way for us to give a designated representative access to online medical information.

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Q. Who is eligible for Proxy Access?

A: All MSO patients less than 12 years of age are eligible for Proxy Access for Children. The designated proxy representative (PR) must also be over the age of 18 but does not have to be an MSO patient. The PR must be a parent, stepparent, legal guardian or conservator.

All MSO patients over the age of 18 are eligible for Proxy Access for Adults. The designated proxy representative must also be over the age of 18 but does not have to be a MSO patient.

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Q. Does my care center currently offer Proxy Access?

Currently, Proxy Access is only offered for patients of Sutter Medical Foundation North Bay.

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Q. Can there be more than one designated proxy representative?

A: Children may have one proxy representative. The same person can serve as a representative for more than one child.

Adult patients may have one proxy representative. The same person can serve as a representative for more than one patient (such as two elderly parents).

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Q. Can Proxy Access be used for children between 12 and 17 years of age?

A: Not at the current time. Although, a program allowing reduced access is under review and may be implemented some time in the future.

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Q. Who will benefit from MySutterOnline Proxy Access?

A: Proxy Access for Children is designed to ease the responsibility of overseeing health care for your children. At any time of the day, from anywhere in the world, you can use MySutterOnline to access clinical guidelines, view and print vaccination records, medication instructions and other information that can help you better manage your child's medical needs.

Proxy Access for Adults is designed to ease the responsibility of overseeing health care for another adult, such as an elderly parent or an adult child with disabilities. At any time of the day, from anywhere in the world, these caregivers can use MySutterOnline to access clinical guidelines, medication instructions and other information that can help them better manage the patient's medical needs. Proxy Access also allows spouses and partners to share health information and tasks such as making appointments or requesting prescription renewals for one another.

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Q. When is proxy access revoked?

A: Proxy Access is revoked when:

- The PR terminates access electronically or in writing or at MSO's discretion.
- The patient or child no longer receives his or her health care at Sutter Health Affiliates.
- The child turns 12 years of age.

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Q. Can I submit just one request form for my entire family?

A: No. Please submit one request form for each child. These forms are scanned into the electronic medical record and due to privacy reasons must contain only the individual child's information.

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