

### **MySutterOnline Proxy Access Program**

MySutterOnline Proxy Access Program is an electronic system that allows spouses, care givers, legal guardians, conservators, adult children and partners to access the MySutterOnline record of adults for whom they are overseeing health care. Both adults must be a minimum of 18 years old.

### **What You Need To Know About Accessing A MySutterOnline Medical Record**

#### **Requirements For Accessing a Medical Record**

1. Submit one authorization form for each designated Proxy Representative (PR) and patient. Patients may have one PR. The same person can serve as a representative for more than one patient (e.g., two elderly parents).
2. The PR, whether or not they are a MySutterOnline patient, must submit the MySutterOnline Release of Information (ROI) request form to establish a MySutterOnline account. If you are already enrolled in MySutterOnline, you do not need to submit the ROI.
3. Although it is not required, the patient may also want to enroll in MySutterOnline. Submit a MySutterOnline ROI request form to establish their account.

#### **Steps to Log into MySutterOnline**

1. Once the access code is received, the PR must log into MySutterOnline to establish a user name and password.
2. After logging into your own account, click on the link provided to access proxy information.
3. Click on the patient's name to activate proxy and enter the patient's medical record.

#### **Revocation of Proxy Access**

1. Proxy Access will be revoked if and when the patient or the PR terminates Proxy Access electronically or in writing.
2. If the patient no longer receives his or her health care at a Sutter Health affiliate, Proxy Access will be revoked.

**\*\*\*MYSUTTERONLINE IS NOT TO BE USED IN AN EMERGENCY OR FOR URGENT ISSUES\*\*\***