

Only you have access to your health information in My Connected Care. If you are 12 to 15 years old, you can give your parent or legal guardian permission to access your health information in My Connected Care. This is called Authorized Representative access.

When you give your parent or legal guardian Authorized Representative access, they will be able to see all the information in your My Connected Care account. They are also able to view, copy, print, or share it. They will be able to see everything in My Connected Care that you can see - you cannot limit what health information they see.

It is important to know that when you turn 16 years old, your assigned Authorized Representatives will receive an email that they no longer have access to your health information through My Connected Care. If you would like them to continue to be able to access your health information after you turn 16, you will need to make a new request.

For patients age 12-15, only parents or legal guardians can be Authorized Representatives. At any time, a patient can choose to remove others who have access to their My Connected Care account.

If you are the parent or legal guardian of an incapable person (as defined in the *Health Care Consent Act*) 12 years or older who is not able to exercise their own health information rights, you can request Authorized Representative Access. Supporting documentation may be required.

How to request Authorized Representative Access

1. Print and complete the Patient Portal Authorized Representative Form, available on the GRH or SMGH website.
2. Submit the completed form (along with required supporting documentation as required) via email to the Health Records department at either Grand River Hospital or St. Mary's General Hospital:

Grand River Hospital releaseof.information@grhosp.on.ca	St. Mary's General Hospital releaseofinfo@smgh.ca
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3. The Health Records department will review the application and will contact the prospective Authorized Representative by phone to complete the process of granting access.