Saint Luke's

Proxy Access to the mySaintLuke's Portal Record
Requirements and Procedures

Adult patients may authorize another individual to have access to their mySaintLuke's portal record by completing the Patient Proxy Authorization on the back side after reading the information below.

Requirements for online access to a patient's record:

- Individual requesting access must have a Patient Proxy Authorization Form completed and signed.
- **Patients who are considered mentally incompetent cannot sign the Patient Proxy Authorization Form**. If the patient has been declared incompetent by a court and placed under guardianship, the guardian may complete the Patient Proxy Authorization Form without the patient signature provided proof of legal guardianship is submitted with the authorization form.
- Proxy portal accounts will require renewal every 3 years.
- Proxy will be required to complete a confirmation of proxy once access has been granted. Proxy will need to log into their portal and look for the pending proxy confirmation on the welcome screen and follow steps to complete the confirmation.
- **mySaintLuke's portal is not to be used in an emergency.**

Saint Luke's offers three different levels of proxy access. Please select the appropriate level of access on the Proxy Authorization Form.

Adult Accessing Adult – **Full Access**	Adult Accessing Adult – **Clinical Access**	Adult Accessing Adult – **Scheduling/Messaging Access**
This type of access is for adults accessing another adult's record in mySaintluke's. This person will have access to clinical information, along with messaging and scheduling features.	This type of access is for adults accessing another adult's record in mySaintLuke's. This person will have read-only access to clinical information but will not have access to messaging or scheduling features.	This type of access is for adults accessing another adult's record in mySaintLuke's. This person will have access to scheduling and messaging features only and will not have access to clinical information.

Procedures for creating proxy access:

- Saint Luke's will provide the requested proxy with an activation code to create a mySaintLuke's (MSL) account in order to view the portal record of the patient.
    - If the requested proxy requires an activation code, it will be sent to the e-mail address or mobile phone number provided. If the proxy has not received the MSL activation link or it has expired, please contact your provider's office or mySaintLuke's Customer Service at 844-446-5479, available 24 hours a day, seven days a week.
- **Please promptly activate your account upon notification as the activation code will expire in 24 hours.**

Proxy access to a patient's record will be de-activated when the patient submits a written request or revokes access online. Requests can be sent to kcproxyrequest@bjc.org

Saint Luke's reserves the right to revoke online access to medical information at any time.

COMPLETE THE REQUIRED INFORMATION ON THE BACK SIDE

Not a Part of the Permanent Medical Record