

Portal Proxy



Healow Patient Portal Proxy Consent

As part of our ongoing efforts to give patients better access to their medical information as well as access to their physicians, Maryland Endocrine PA offers an online patient portal. Access to this portal is free of charge and the practice encourages all patients to set up a portal account. However, we recognize that not all patients have the ability or means to access a patient portal through an internet application. For this purpose a proxy account is available, but requires your consent for access to your Protected Health Information (PHI).

A proxy account is defined here as a limited account that can perform actions on behalf of users. A proxy must be set up in our Electronic Medical Record (EMR) as either a guarantor or an existing patient. In consenting to having a proxy managed portal account, you consent to providing your proxy's information to Maryland Endocrine PA. Further, you must provide the proxy users relation to you, the patient as part of this disclosure.

Proxy accounts can be set up on top of your own portal access, to grant you and the proxy access to your information.

Proxy accounts can be set up in two manners:

- Complete access
- Restricted access

Upon providing consent, you must inform Maryland Endocrine PA as to the amount of access you wish the proxy user to have. Restricted access proxy users will only be allowed to access the following:

- Current Appointments
- Current Medications
- General Questions (Ask the doctor)
- Message Inbox
- Sent messages
- Lab Requests
- Refill Requests
- Working hours (Practice hours)

For all other functionalities, such as but not limited to updating your personal information or filling out questionnaires a proxy user would need complete access.

Portal proxies are defaulted to one year of access. Renewal is required for further access after this date. Patients may request access for a shorter period at time of setup.

By signing this consent electronically or on written paper you consent to setting up a proxy user under either complete or restricted access to be defined at time of setup.

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