

Requesting adult proxy access on MyBSWHealth

Manage your family's health, all in one place

Proxy access lets you view and manage another person's healthcare on their behalf, including:

- ▶ Scheduling in-person and virtual visits
- ▶ Asking providers questions about their health
- ▶ Viewing health info, test results and appointments
- ▶ Filling prescriptions

Note: To use proxy access, you'll need a **MyBSWHealth** account with a linked medical or pharmacy record.

View your current access

To see the accounts that you currently have access to:

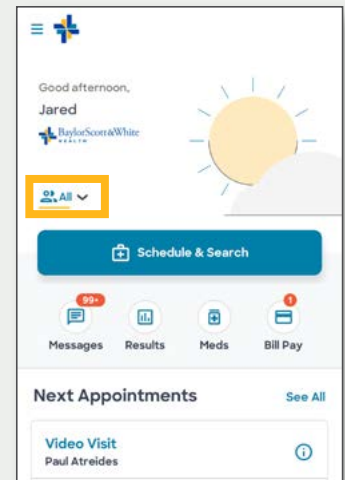
- ▶ Log in to your app
- ▶ Your main dashboard automatically shows details for you and any proxies.
- ▶ Click **All** to see a list of accounts and filter your view. (ex. A)

Request access to an adult's information

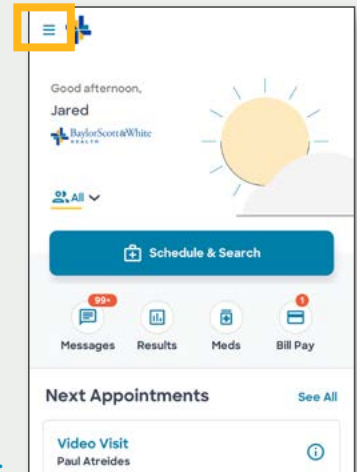
Use this process to request access to the health information of anyone 18 years and older, including adults with disabilities or other unique cases.

1. Go to the main menu ☰ on the top left of your mobile screen. (ex. B)
2. Choose **Settings** and select **Family Account Management**. (ex. C)

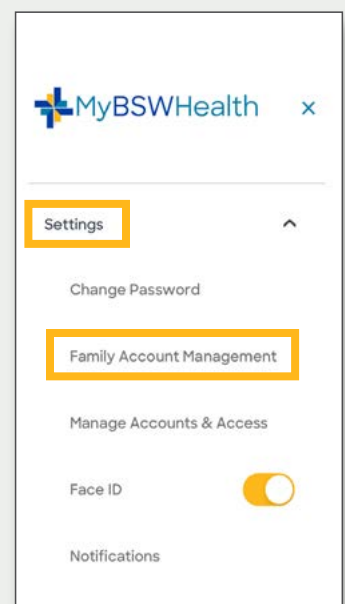
A.



B.



C.



3. Select **Request Access** and enter the adult's date of birth.
4. Click **CONTINUE** to confirm access to medical and pharmacy records.
5. Enter the adult's contact information. (ex. D)
6. Click **Yes** for an adult who manages their own care. Click **No** for an adult who does not manage their own care. (ex. E)
7. If the adult does not manage their own care, verify your legal relationship with the patient by uploading documentation. (ex. F)
8. Read and agree to the Terms & Conditions and click **Agree and Submit**.

Your request is now pending approval. Adults who manage their own care will get an email to approve your request. Our Health Information Management Department will approve requests for adults who do not manage their own care, **8:00 AM – 5:00 PM CST**.

Need more help?

[MyBSWHealth.com/FAQ](https://mybswhealth.com/FAQ)



D.

E.

F.