Use MyChart to Keep Track of Your Family’s Health Care Online!

What is Proxy access?
Proxy access allows you to access a family member or loved one’s MyChart account. Log into MyChart to take charge of your loved ones’ health care by accessing their health records, managing their appointments and more.

Who can get Proxy access?
Parents • Spouses • Adult children • Other types of caregivers

Parents:
• View your child’s medical records and print their shot records
• Request/schedule appointments for your child
• Send messages to your child’s provider

Adult children:
• Stay informed and participate in an elderly parent’s health care

NOTE: Proxy access is limited for non-guardians. In order to have full access to another adult’s medical records, you must be granted guardianship or power of attorney.

How do I get/give Proxy access?

In Clinic: 1. Create your own MetroHealth MyChart account
2. Ask MetroHealth staff for Proxy access permission over a loved one’s account

At Home: 1. Print and complete the Proxy Access Form located on the web homepage, metrohealth.org/mychart – then click on Access a Family Member’s Account
2. Bring the completed form, proper identification and any additional required documentation to your MetroHealth provider’s office

In order to verify identity, all items must be submitted in person with a valid government-issued photo ID
For more information on MyChart Proxy Access, go to metrohealth.org/mychart and select FAQs under Learn More...

Sign up for MyChart to:
- Schedule, request and cancel appointments
- View test results
- Receive messages from and send messages to your health care team
- Get medical advice
- Request prescription renewals
- Ask for a referral
- Pay medical bills
- Get help from Customer Service

Download the MetroHealth MyChart app!
Remember, do not use MyChart for urgent medical matters

For more information
Visit metrohealth.org/mychart, email mychart@metrohealth.org or call 216-778-8801
Monday-Friday, 8 a.m. - 5 p.m.