

Health Portal Proxy FAQ

What is Proxy Access?

Boone County Hospital Health Portal has a function called Proxy access. This allows a parent, guardian or other designated individual (like a spouse, family member, or friend) to connect to the information regarding a family member or friend. Access is granted once the applicable Proxy Access form is completed and signed.

Do I have to be a BCH patient or already have a Health Portal in the system to be a proxy?

No, if you are not a patient here you will be brought into one of the charts you have access too. However, if you are a patient here we recommend you sign up for your own health portal first. When you access the health portal you will be brought into your own chart. If you have access to more than one individual, change person will be available to you to access the multiple individuals in the health portal.

Is it possible to access the medical record of my spouse?

Yes, please complete and submit the Adult Proxy Form. Once the form has been processed, access will appear under the Change Person in your Health Portal.

I am responsible for the care of an adult who is not able to make medical decisions on his/her own due to medical conditions or disability. Can I obtain access to his/her health portal?

We recognize caregivers of adults who are unable to make medical decisions due to medical conditions or disabilities will need access to their health portal. To request access please complete the Adult Proxy Form and mark Proxy Access due to Patient's impaired decision-making capacity. Please also be able to provide legal guardianship or durable power of attorney for health care documentation.

May I view a minor family member's health information in Health Portal?

If you are a parent or legal guardian of a child under age 11 you may request access to their Health Portal by completing and submitting the Minor (0 -11) Proxy Form.

If you are a parent or legal guardian of a child between the ages of 12 – 17 you may request access to their Health Portal by fill out the Minor (12 – 17) Proxy Form and signing the form along with the signature of the child.

Why is it different for my 12 – 17 child?

We completely understand your concern regarding your minor child. There are medical conditions in Iowa where minors can consent for treatment without parent knowledge or notice, such as reproductive, mental health and substance abuse information. This information may be contained in a health portal. Also around the age of 12 many providers will start having conversations with adolescents regarding private health care needs.

I have more than one child. Can I access each of their records?

Please submit a form for each child.