

MySutterOnline Proxy Access Program

MySutterOnline Proxy Access Program is an electronic system that allows a parent, legal guardian, or conservator to access the MySutterOnline record of children less than 12 years of age for whom they are overseeing health care. The parent, stepparent, legal guardian or conservator must be 18 years of age or older.

What You Need To Know About Accessing a MySutterOnline Medical Record

Requirements for Accessing a Medical Record

1. Submit one authorization form for each designated proxy representative (PR) and minor child. Children may have one PR. The same person can serve as a representative for more than one child. You may photocopy the form.
2. The PR, whether or not they are a MySutterOnline patient, must submit the MySutterOnline Release of Information (ROI) request form to establish a MySutterOnline account. If you are already enrolled in MySutterOnline, you do not need to submit the ROI.
3. The child is not required to enroll in MySutterOnline.

Steps To Log Into MySutterOnline

1. Once the access code is received, the PR must log into MySutterOnline to establish a user name and password. Skip this step if you are already enrolled in MySutterOnline.
2. After logging into your own account, click on the link provided to access proxy information.
3. Click on the patient's name to activate proxy and enter the child's medical record.

Revocation of Proxy Access

1. Proxy Access will be revoked if and when the PR terminates Proxy Access electronically or in writing, or at SUTTER HEALTH's discretion.
2. If the child no longer receives his or her health care at a Sutter Health affiliate, Proxy Access will be revoked.

*****MYSUTTERONLINE IS NOT TO BE USED IN AN EMERGENCY OR FOR URGENT ISSUES*****