

Phoebe Patient Family Access Paperwork Requirements for Patient and/or Proxy

ADULT

Adult to Adult

Do both adults have the ability to make and understand their own health care decisions?

- A. If “yes”, follow these steps
1. Patient downloads and completes the “Download Adult Proxy Request Forms (PDF)” document (note: both adults (Patient and Proxy) must sign the paperwork where indicated); and
 2. Patient must take completed forms to a Phoebe Putney Health System (PPHS) facility with his/her photo ID. Patient submits forms to Health Information Management and shows photo ID; and
 3. If Patient sees providers at our organization and wants to be able to look at his/her own Phoebe Patient account, Patient must create an account in Phoebe Patient. If help is needed, Health Information Management personnel can assist.
 4. If Proxy sees providers at our organization, Proxy must create an account in Phoebe Patient. If help is needed, Health Information Management personnel can assist.
 5. Patient’s Phoebe Patient account will be attached to Proxy’s Phoebe Patient account when entire process is completed.

NOTE: Proxy’s access to Patient’s account expires 3 years from the signed date. The proxy will need to be renewed to continue reviewing patient information. The Patient’s account will become inactive when PPHS is notified of the Patient’s death.

- B. If “no” follow these steps:
1. Proxy downloads and completes the “Download Adult Proxy - **DPOA** Request (PDF)” document (note: only the proxy signs the paperwork where indicated); and
 2. If Proxy is:
 - Permanent Legal Guardian for Patient: Proxy brings: a) Court Order Appointing Guardian”; and b) Letters of Guardianship” verifying the Proxy’s status as permanent legal guardian of the patient; or
 - Activated Durable Power of Attorney for Healthcare (DPOA): Proxy brings: a) valid Durable Power of Attorney for Healthcare” and
 3. Proxy takes completed forms to Health Information Management with his/her photo ID. Proxy submits forms to Health Information Management personnel and shows photo ID; and
 4. If Proxy sees providers at our organization, and wants to be able to look at his/her own Phoebe Patient account, Patient must create an account in Phoebe Patient. If help is needed, Health Information Management personnel can assist.
 5. Patient’s Phoebe Patient account will be attached to Proxy’s Phoebe Patient account when entire process is completed.

CHILD (birth until 18th birthday)

Parent to Child

Parent must:

1. Parent downloads and completes the "Download Child Proxy Request Forms (PDF)" document for each child; and
2. Parent takes completed forms to Health Information Management with his/her photo ID. Parent submits paperwork to Health Information Management personnel and shows photo ID (photo ID is not required for the child); and
3. If Parent sees providers at our organization, and wants to be able to look at his/her own Phoebe Patient account, Patient must create an account in Phoebe Patient. If help is needed, Health Information Management personnel can assist.
4. Child's Phoebe Patient account will be attached to Parent's Phoebe Patient account when entire process is completed.

NOTE: Parent's access to child's account will end on the child's 18th birthday.

Permanent Legal Guardian to Child

Guardian must:

1. Guardian downloads and completes the "Download Child Proxy Request Forms (PDF)" document for each child; and
2. Guardian brings the: a) Court Order Appointing Guardian; and b) Letters of Guardianship verifying the Guardian's status as permanent legal guardian to the clinic for copying; and
3. Guardian takes completed forms to Health Information Management with his/her photo ID. Guardian submits paperwork to Health Information Management personnel and shows photo ID (photo ID is not required for the child); and
4. If Guardian sees providers at our organization, and wants to be able to look at his/her own Phoebe Patient account, Patient must create an account in Phoebe Patient. If help is needed, Health Information Management personnel can assist.
5. Child's Phoebe Patient account will be attached to Guardian's Phoebe Patient account when entire process is completed.

NOTE: Guardian's access will be permanently ended on the child's 18th birthday.