

What is proxy access?

Proxy access allows parents, legal guardians or caregivers to access a patient's health information on the patient portal. Proxy access is an available option for adult patients (18 years) and pediatric patients (newborn – 12 years of age). Proxy access can be granted by the patient or their legal representative by completing the Proxy Access Authorization form and must be done in person or by sending the notarized form to

St. Luke Community Healthcare
Health Information Management
107 6th Ave SW
Ronan, MT 59864

How do I gain proxy access to view a family member's health record through the MyHealth Patient Portal?

In order to gain access to a family member's patient portal health record, complete the appropriate adult or pediatric minor "**Portal Proxy Registration Form**" and return it and any requested documentation in person to St. Luke Community Healthcare's Health Information Management Department, 107 6th Ave SW, Ronan (second floor). The access cannot be granted online. It must be completed in person or by sending the form, which is notarized. This form can be obtained using the links on this page or at any of the above locations. Please bring your ID if you are requesting proxy access.

Will I be able to see my children's health information on the MyHealth Patient Portal?

Yes, you will have access to your children's health information through the MyHealth Patient Portal from birth through 12 years of age if a Portal Proxy Registration Form has been completed. When a child becomes 13, record access on the patient portal will automatically be revoked. Parents can continue to gain access to child's medical records by requesting them in person at St. Luke Community Healthcare's Health Information Management Department, 107 6th Ave SW, Ronan.

If I want to add all of my children under 12 do I need a different form for each child or can I put it all on one form?

You will need to fill out forms for each child you would like to enroll onto the portal.

Why is proxy access severed when a minor reaches age 13?

In order to be in compliance with state of Montana law concerning certain medical/mental health records of minor patients, patient portal proxy access will not be provided to adolescents between the ages of 13 - 17. In order to support compliance with these laws, proxy access is not available after age 13 until the patient reaches 18 years of age and is able to authorize access. The adolescent patient may directly enroll in the patient portal, unless restricted by their provider. When a child reaches age 18, they are considered an adult and can give access to another adult by completing the proxy access process.

Do divorced parents have equal right to view their children's medical information on the MyHealth Patient Portal?

Yes, both legally-recognized parents have equal right to proxy access of their children's health information on the MyHealth Patient Portal (from birth through age 12 years) regardless of who has custody of the child unless there is a court order or legal proceeding prohibiting the rights of a parent.

What is the process for removing proxy access (other than for minors)?

An adult patient or their legal representative may remove proxy access for any reason and at any time. You can call St. Luke's Health Information Management department at 406-528-5268 for information about how to revoke proxy access. St. Luke also reserves the right to remove proxy access at their sole discretion if there is suspected abuse or negligent use. This form can be obtained in the above box on this page or at any of the above locations.

Is there a guest option for users to access the MyHealth Patient Portal?

There is no guest option for the MyHealth Patient Portal. Any user that has access to a patient's record would need to have access as a proxy user.