

## Accessing your Child's My Connected Care Account

### Patients Under 12

If you are the parent or legal guardian of a child under the age of 12, you can request access to see their health information in My Connected Care. This is called Authorized Representative access.

With Authorized Representative access, you will be able to see all the information in your child's My Connected Care account.

It is important to know that access to an account by an Authorized Representative is automatically removed when the patient turns 12, and again when the patient turns 16. At these ages, they must consent to allow an Authorized Representative to have access to their health record by filling out a form and submitting it to Health Records.

For patients under the age of 16, only parents or legal guardians can be Authorized Representatives. Patients 12 and older are eligible for their own account and can choose to remove others who have access to their My Connected Care account.

## How to request Authorized Representative Access

1. Print and complete the Patient Portal Authorized Representative Form
2. Submit the completed form (along with required supporting documentation as required) via email to the Health Records department at [Waterloo Regional Health Network](mailto:releaseof.information@grhosp.on.ca):

<p><b>Waterloo Regional Health Network</b> <a href="mailto:releaseof.information@grhosp.on.ca">releaseof.information@grhosp.on.ca</a></p>
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3. The Health Records department will review the application and will contact the prospective Authorized Representative by phone to complete the process of granting access.