

Only you have access to your health information in My Connected Care. At your discretion, you can give other people, called “authorized representatives”, permission to access the health information in your My Connected Care account.

When you give someone this access, they will be able to see all the information in your My Connected Care account. They will not be able to change it, but they can view, copy, print, or share it. They will be able to see everything in My Connected Care that you can see - you cannot limit what health information they see.

Are you thinking about giving someone access to your own health information? Be sure you trust the person not to share your information inappropriately, or misuse it. At any time, a patient can choose to remove others who have access to their My Connected Care account.

Caregivers of patients not capable of making their own health decisions can request access to the patients’ health information through My Connected Care by submitting supporting documentation along with the Authorized Representative form.

## 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):

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| <p><b>Waterloo Regional Health Network</b><br/><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.