

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. Similarly, if the patient chooses to grant a parent or legal guardian Authorized Representative access to their information between the time they are 12 and 15, access to the information by the Authorized Representatives will be removed when the patient turns 16. To grant Authorized Representative access, patients over the age of 12 must fill out a consent form and submit 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, available on the GRH or SMGH website.
2. Submit the completed form (along with required supporting documentation as required) via email to the Health Records department at either Grand River Hospital or St. Mary's General Hospital:

Grand River Hospital releaseof.information@grhosp.on.ca	St. Mary's General Hospital releaseofinfo@smgh.ca
---	--

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.