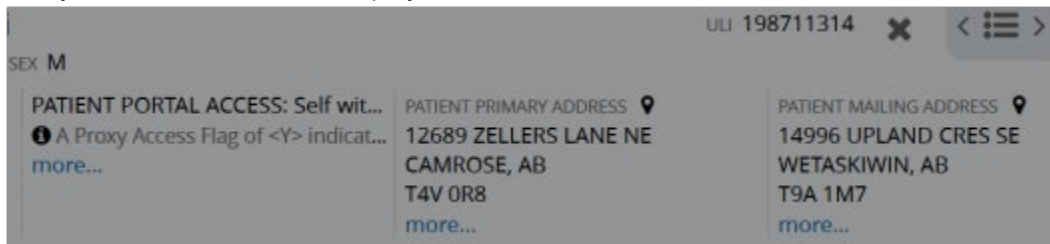


Overview

For patients under 18 years of age, Alberta Netcare displays Connect Care patient portal proxy access information in the **Patient Context**. This section helps users determine whether the patient's Connect Care information is accessible through MyChart by the patient only, by one or more proxies, or whether proxy access has been requested.

Where to Find This Information

Proxy access information is displayed in a new section within the **Patient Context** in Netcare.



This section may show whether:

- Only the patient has portal access
- Only a proxy has portal access
- Both the patient and proxy have portal access
- A request for proxy access has been made

What the Access Status Means

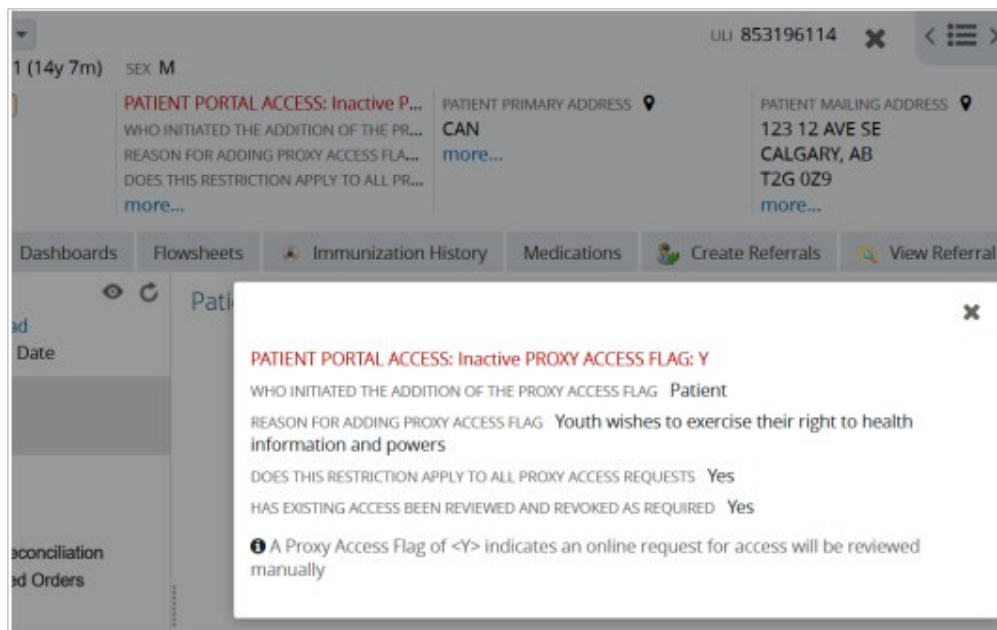
The access status provides a quick indication of the current Connect Care patient portal access arrangement.

Status	Meaning
Patient access only	The patient has access to their Connect Care patient portal. No proxy access is currently indicated.
Proxy access only	A parent, guardian, or other proxy has access. Patient access is not currently indicated.
Patient and proxy access	Both the patient and a proxy have access.
Access request made	A proxy access request has been submitted and may be pending review.

Proxy Access FYI Flag

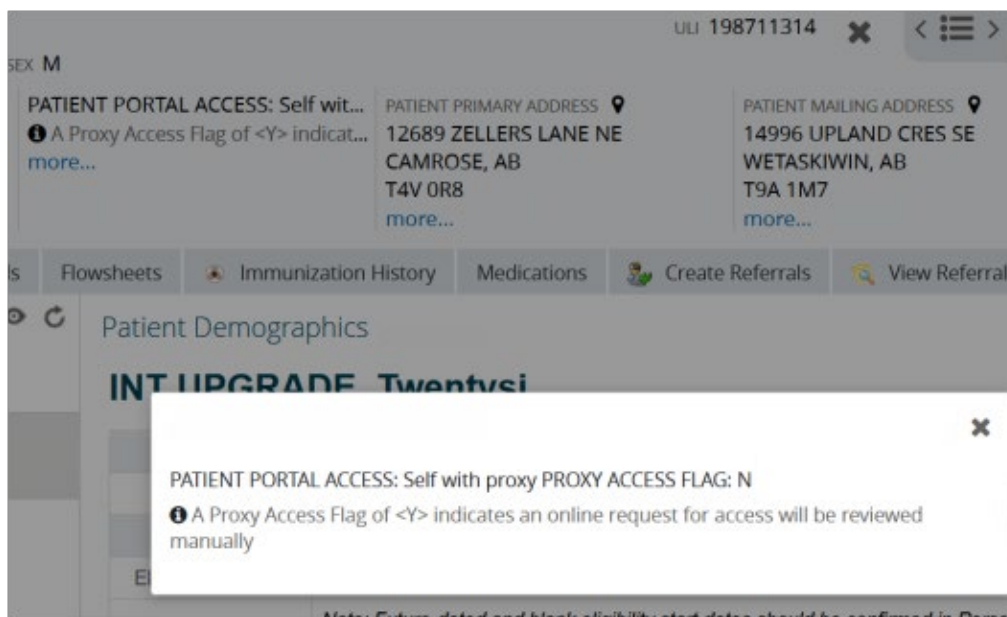
Netcare also displays information related to the **Proxy Access FYI Flag** from Connect Care. This flag is used to identify situations where proxy access may require additional review.

- If a Proxy Access FYI Flag has been created in Connect Care, Netcare will display **PROXY ACCESS FLAG: Y** in red font.



Additional details entered in Connect Care may also display in Netcare, including:

- Who initiated the request for the flag
 - The reason the flag was set
 - Other relevant details entered in Connect Care
- If **no Proxy Access** FYI Flag has been set in Connect Care, Netcare will display *PROXY ACCESS FLAG: NO* in black font.



What Happens When the Flag Is Set

When the Proxy Access FYI Flag has been set in Connect Care, parent or guardian access requests submitted electronically through MyHealth Alberta Account will be manually reviewed. This review determines whether proxy access can be granted.

Key Points to Remember

- The new Patient Context section appears if patients are under 18 years of age.
- Netcare displays MyChart proxy access information from Connect Care, including whether patient access, proxy access, or both exist.
- The Proxy Access FYI Flag when set, directs proxy access requests for manual review.
- For patients under 18, check the Patient Context in ANP to review Connect Care patient portal and MyChart proxy access information. If **PROXY ACCESS FLAG: Y** appears in red, review the displayed flag details for information related to the reason for the flag being set.