



Firelands Health Patient Portal Proxy Access Overview

If you are requesting proxy access use this guide below to determine which form you will need to complete and return. Please note that for all types of proxy access, the patient's records you are requesting via proxy will be accessed through your personal MHealth patient portal account. If you do not currently have an MHealth account, one will be created upon submission of the proxy request. You may also request/create an account at www.mhealth.firelands.com or by calling the patient portal coordinator at 419-557-7916.

- **Adult-Adult** (Access to another adult's Patient Portal record)
The patient whose records you are requesting access to must sign the Adult Authorization Proxy form included in this packet.
- **Adult-Child** (Access to your minor child's Patient Portal record)
The parent must complete and sign the Adult-Child Proxy Authorization Form. Please note due to Ohio Privacy Laws once your child reaches the age of 13 they will automatically be removed from your patient portal account. Records for children aged 13-17 will still be accessible through our Release of Information Department
- **Legal Guardian** – Documentation Required
The legal guardian must complete and sign the Legal Guardian Proxy Authorization Form. The following documentation must accompany the proxy form when submitted.
 - Legal Guardian (court order)
 - Power of Attorney- Healthcare Power of Attorney form signed and witnessed/notarized

Submission Instructions:

Please return your completed form along with accompanying documentation to any Firelands Physician Group's office or to the Patient Portal Coordinator at Firelands Health main campus. If you have any questions you can reach the Patient Portal Coordinator at 419-557-7916

¹ Access to medical records through the Medical Records department is not in any way altered by Patient Portal access rights.