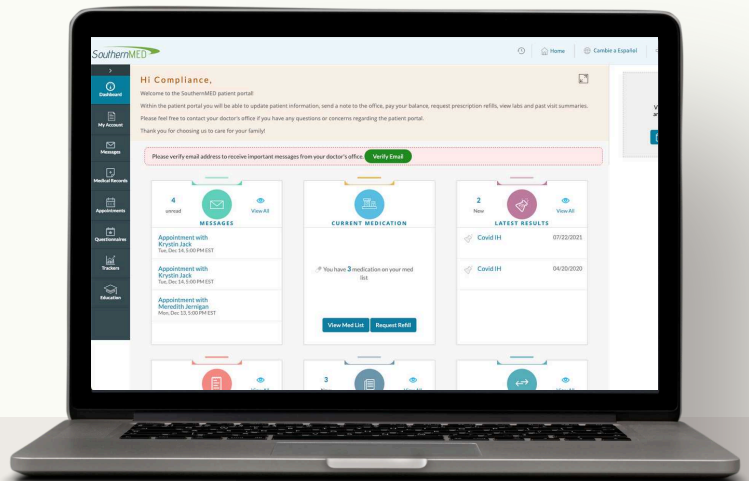


# the NEW portal

We're announcing a NEW  
healow experience!



In accordance with the 21st Century Cures Act and the patient record capabilities of our patient system, we will be moving to a new, more pediatric-friendly portal over the next few weeks.

The biggest difference? Our portal will now be available for up to two parents or legal guardians for each patient, as requested. Additionally, teens over the age of 16 will fall into a self-managed portal account by default because teens at this age assume ownership over their medical record. They may opt to grant access to parents or legal guardians to act as a medical proxy on their behalf by completing a new Teen Demographic Form (if out of date) or Proxy Authorization Form in our office. This new proxy designation allows us to align our records access with best practices in consideration of state and federal regulation, and is applied as follows:

- If your child is age 0-15, parent/legal guardian will be granted full access to the child's eCW Patient Portal record.
- Once your child reaches 16 years of age, parent/legal guardian will not be granted any access to the eCW Patient Portal patient record unless the patient provides consent to access by completing the Proxy Authorization Form in the office. Teens must provide their own email address to establish their self managed account first, after which, they may designate a parent/legal guardian proxy. Proxy accounts cannot be set up without the self-managed adolescent account.
- Adolescent well visits, labs and procedures related to STI, pregnancy or behavioral health will not be available via patient portal for any age.

Please note the limitations for access to a minor's eCW Patient Portal do not affect any legal right you have to access your child's records by formal request.

If you are not currently signed up for the patient portal, please contact our office and we will assist you in getting web-enabled.