

Proxy Fact Sheet

Information for medical staff and health care team members to support discussions with patients and families.

Last updated: February 4, 2026

What is a proxy in AccessMyHealth?

- Parents, guardians, family members, caregivers and other trusted supports can view a patient's health record information through "proxy" access.
- Proxy access allows someone to view another person's health record in AccessMyHealth when a patient has given consent, or if a third party is legally authorized to act on a patient's behalf.
- It provides a legally-authorized third party access to the same information as the patient.*
- For some patients, proxy access for caregivers is important to support their health care and decision-making
- Find information about proxy access including steps to request access at accessmyhealth.ca/proxy

***Please note:** Clinical documentation will appear in the portal as of February 4, 2026. For allergies, imaging, laboratory, microbiology, pathology and procedures, information may date back as far as 2018 depending on the health-care site or clinic.

Proxy access:

- For adults aged 19 and older who can manage their own health information, consent must be provided before access can be granted.
- Proxy access by parents, family members, guardians or other caregivers can be requested for:
 - **Children aged 11 and under**
 - **Incapable adults:** Adults aged 19 and older who are lacking the capacity to make decisions about their own health care.
 - **Incapable adolescents ages 12–18** who are lacking the capacity to make decisions about their own health care.
- To support adolescents in making choices about their health and to protect their privacy, proxy access is not allowed to health records for capable adolescents ages 12–18.
- To view health record information for children 11 and under, incapable adults and incapable adolescents, requestors need to submit documentation to confirm the relationship with the patient (e.g. Representation Agreements, Court Orders, Guardianship documentation, etc.). See *appendix on p. 3 for full list of documentation*.

Who can request proxy access?

- Proxy access may be granted to authorized personal representatives.
- This includes parents or guardians, temporary substitute decision makers, representatives appointed by way of a representation agreement, or appointed a "[committee](#)" by court order, etc. A [BC Services Card account](#) is required to be a proxy. BC Services Card is not available for patients residing in the Yukon or outside of British Columbia at this time.

How proxy access is managed:

- All proxy access requests must be submitted to Health Information Management (HIM) via the proxy request form on accessmyhealth.ca/proxy and be accompanied by required supporting documentation. HIM will review submitted requests and may contact the requestor if additional information is required.
- For incapable adults aged 19 and older and incapable adolescents aged 12 – 18, proxy access expires on an annual basis. Both the person requesting proxy access and the patient will receive an email notification 30 days before the proxy access expires with instructions on how to renew, if needed.

Removing or restricting proxy access

- Patients, individuals with proxy access and authorized health organization team members can request to remove proxy access to the portal at any time.
- Email the request to the HIM Release of Information team at accessmyhealthROI@vch.ca with the name of the individual for removal.
- Proxy access for a child is removed once they turn 12 and proxy access must be re-established for eligible adolescents.
- Capable adults aged 19 and older will receive an annual reminder of their proxies in case they wish to make an update to proxy access.

This visual shows how a clinician can see if proxy access for the patient health record is in effect within CST Cerner:

When a proxy has been granted access to a patient’s record, it will display in CST Cerner with a note: *‘A proxy has access to this record’*.

The screenshot shows a patient information page with the following sections:

- Information** (selected): A proxy has access to this record
- Gender and Pronouns**
- Patient Preferred Information**
- Circle of Care**
- Additional Contacts**
- This is Me**

Patient Contact Information

Preferred Name	Preferred Phone	Home
Business	Mobile	Alternate Phone
Email	Home Address	
	TEST STREET 123	
	VANCOUVER, British Columbia	

Substitute Decision Maker and Temporary Substitute Decision Maker

TSDM and SDM Powerform has not been completed.

Patient Portal

AccessMyHealth Portal	Proxy Access
Yes	REGIONALPORTAL, ADULTFOUR (Biological Mother)

View of proxy display in CST Cerner visible to the care team

Indigenous Identity

Indigenous Identity
Non Indigenous

Resources

- More information for patients including FAQs and details on how to get support is available on accessmyhealth.ca
- Medical staff and health care staff can find additional resources on [CST Cerner Help](#).
- Otherwise, please submit questions or report issues to the service desk (press 2 for CST Cerner-related support): **VCH:** 604-875-4334 | **PHSA:** 604-675-4299 | **PHC:** 604-806-9333

Proxy Fact Sheet – Appendix

Process for requesting proxy access:

- To request access to view someone's health record information in AccessMyHealth, requesters need to complete the [proxy request form](#).
- The form is then emailed to the Release of Information team accessmyhealthROI@vch.ca with any required documents (e.g legal authorization, Government issued ID).

For incapable adolescents ages 12 – 18 and incapable adults aged 19 and older:

- Medical documentation is required for proxy requests, which the Release of Information team will check for in the patient's health record.
- If no information is found in the patient's health record, the Release of Information team will reach out to the patient's health care team or ask the patient's parent/guardian/other caregiver for medical validation regarding the patient's capability.

If a) guardianship for a child is unclear or disputed or b) if proxy is requested for an incapable adolescent aged 12 - 18:

The requester must provide legal documentation proving they are the child's guardian/caregiver before records can be released. The most frequently required documents include:

- Parenting / custody / guardianship court orders—the most common proof when parents are separated or in conflict.
- Parenting or guardianship agreements—often used when parental responsibilities are assigned through agreement rather than court.
- Ministry of Children and Family Development or Delegated Indigenous Agency guardianship documents—required when the child is in government care.
- Evidence of regular care for a parent who never lived with the child but claims guardianship, since they are not automatically a guardian.
- Other specialized legal authority documents (less common), such as Committee of Person orders for non-parent guardians.