

## Patient Gateway proxy access for adult patients

A Patient Gateway proxy account can be set up for adults. A Patient Gateway proxy is not the same thing as a health care proxy. A spouse, parent, adult child, or other designee may become a Patient Gateway proxy, if they have been authorized by the patient.

The Patient Gateway proxy must be at least 18 years old. The Patient Gateway proxy will have access to the same information in Patient Gateway as the patient. The Patient Gateway proxy can use Patient Gateway to view the patient's medical information and communicate with the patient's care team. The patient does not need to have their own account for a Patient Gateway proxy to have an account.

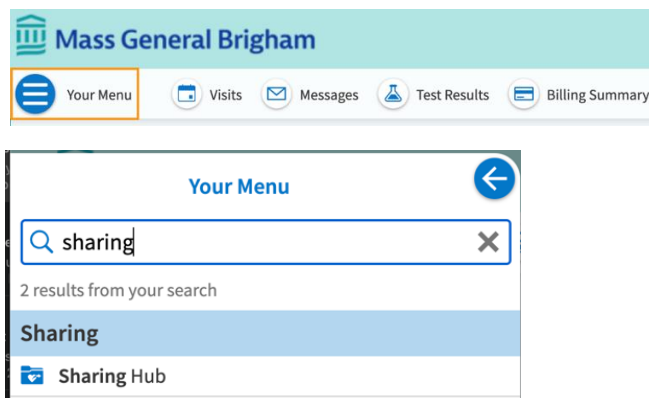
### Patient Gateway proxy access – for patients who do not have their own Patient Gateway account

A Patient Gateway proxy account, which has been authorized by the patient, can be opened in-person at an appointment. It can also be made by calling the Patient Gateway Help Desk at 1-800-745-9683. Both the patient and the designated Patient Gateway Proxy should be available either in-person or by telephone for verbal consent.

### Patient Gateway proxy access – for patients who have their own Patient Gateway account

If the adult patient already has a Patient Gateway account, the patient can give Patient Gateway proxy access to another adult.

Click **Your Menu** at the top, then type the word "Sharing" in the search box. Click **Sharing Hub**.



**Sharing Hub**  
There are many ways to share your health information. Let us help you find what you need.

Who do you want to share your health information with?

**Yourself**  
You might be trying to get a copy for your personal reference.

**A family member, close friend, or caretaker**  
This person might be taking care of you or helping you track your health.

**A healthcare provider**  
A healthcare provider is a health professional (for example, a doctor, dentist, nurse, or social worker) or a healthcare organization.

**Anyone else**  
This might be someone at another organization, like your insurance or workplace.

Click **Give ongoing access to your Mass General Brigham Patient Gateway account** to allow someone close to you to have access to your health information through Patient Gateway.

**Sharing Hub**  
There are many ways to share your health information. Let us help you find what you need.

How do you want to share your health information with a family member, close friend, or caretaker?

**Give ongoing access to your Mass General Brigham Patient Gateway account**  
This person might be taking care of you or helping you track your health.

**Download or send a snapshot**  
This will contain your health summary and/or specific visit details. This is available immediately.

**Request a formal copy**  
You can request specific pieces of information, including lab images, or request everything. This request might take a few days for your healthcare organization to process.

Click on **Invite someone**


**Friends and Family Access**  
Who Can See My Record?

No one can see your information


+ Invite someone

Fill in the required information and click on **Send invite** at the bottom


**Invite Someone to Have Access to Your Record**



**1** We will email an invitation to someone you trust.



**2** From the email, they can log in to their Mass General Brigham Patient Gateway to accept the invitation.



**3** They must verify they know you by entering your date of birth.

Who are you inviting?

\* Name

Where should we send this invitation?

\* Email  \* Confirm email

\*What kind of access would you like this person to have to your chart?

Full Access

Send invite

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