



Please take a moment to review important information regarding the availability of your health information in MyWVUChart.

At WVU Medicine, we are committed to facilitating patient engagement in healthcare. The MyWVUChart solution has enabled thousands of patients to be more engaged and connected with access to health information, virtual care, appointment scheduling, and much more.

The 21st Century Cures Act, signed in December of 2016, included requirements for sharing health information electronically with patients. Specifically, health systems and providers are required to share clinical documentation and results without significant delay with some exceptions related to risk for harm, privacy, security, and other issues. You can read more about the law and exceptions here:

<https://www.healthit.gov/topic/information-blocking>

On November 2, 2020, WVU Medicine made changes to the way clinical information is shared via MyWVUChart. Since that date:

- Most clinical notes are shared as soon as they are signed.
- Most results are shared without delay.
- Patients have options for limiting the information others (proxies) can see.

Understanding Your Clinical Information

Some notes and results may be difficult to understand and/or may prompt further questions. You can contact your provider's office via MyWVUChart with non-urgent questions about your record and results. Please allow a few business days for responses to questions.

Please know that your WVU Medicine providers will communicate the significance of results when necessary, even though you may see those results before the providers have had a moment to address them.

Our Commitment to the Privacy of Your Health Information

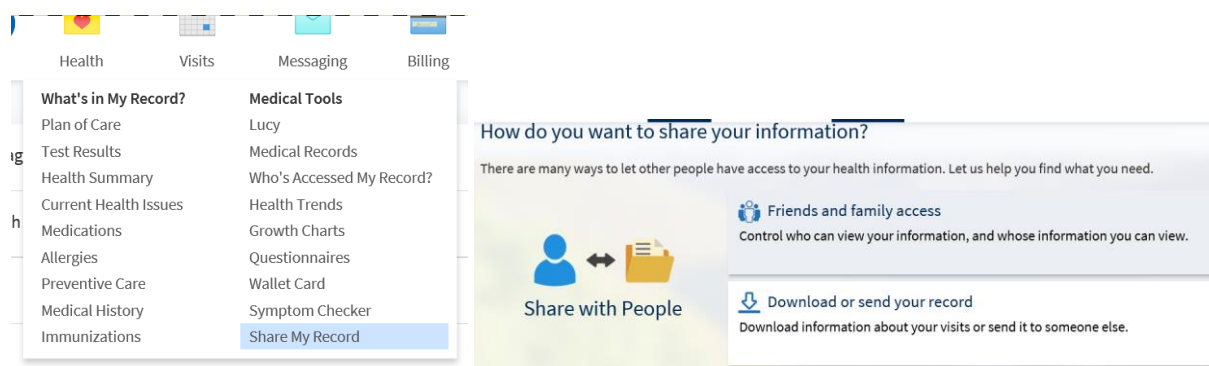
WVU Medicine is committed to sharing your health information with you, but also understands the sensitivity of your personal health information. As a patient, you have a right to keep sensitive information protected from the view of others.

Within MyWVUChart today, patients can give access to "proxies." A proxy may be a parent, spouse, partner, grown child, or adult caretaker. Historically, proxies have had access to all information that the patient can see in MyWVUChart. With the requirement to share more clinical information, WVU Medicine has provided 2 options for those with proxy access.

As of **November 2, 2020**, patients have the ability to choose between 2 levels of access for proxy accounts: **LIMITED** and **FULL**.

LIMITED	FULL (includes LIMITED components <i>and:</i>)
Allergies	Health Issues
Immunizations	Medications
Schedule/view appointments	Clinical Notes
Pay bills	Results
Message provider/care team	

We highly recommend that patients review the **Share My Record - Friends and Family Access** section in MyWVUChart to confirm which individuals have access to their records *and* determine which level of access those individuals have. Patients who wish to change access for a proxy will be able to make changes on the MyWVUChart website (Health/Share My Record/Friends and Family Access).



Age Based Considerations

WVU Medicine encourages family or team-based care whenever possible, which may involve use of proxy accounts to facilitate care. We understand that some circumstances warrant greater privacy for the patient. Various Federal and State Laws have requirements related to sharing of information related to patients under the age of eighteen (18). With these laws in mind, the following settings will apply to patients 18 and under.

Under 13 years of age

The parent or legal guardian can request an account and will be given FULL proxy access until that patient reaches 13 years. When the patient reaches 13 years, the parental proxy access will be automatically deactivated.

13 and older

A patient who is 13 years of age or older may request their own MyWVUChart account. A parent or legal guardian's ability to obtain proxy access to accounts for a minor between the age of 13 and 17 years of age is subject to federal and state laws. Federal law prohibits a parent or legal guardian from accessing certain types of medical information about a minor without the specific consent of the minor. State law varies with respect to the access rights of parents/guardians. For these reasons, upon completion of the necessary forms, a parent or guardian may be provided access to information generated from certain sites of service after verifying legal right to access, but not others.

- i. For care rendered to a minor in West Virginia facilities: If the minor is not married; does not have a high school diploma or equivalent; is not emancipated; and there is no court order preventing the access to health information, **proxy access may be granted by a parent/guardian's signature only.** (If any of the above conditions apply, written consent of the minor is required for access to health information, and the minor must sign below.)
- ii. For care rendered to a minor in Pennsylvania facilities: Minor signature is required to facilitate parent/guardian proxy access.
- iii. For care rendered to a minor in Ohio facilities: Minor signature is required to facilitate parent/guardian proxy access.
- iv. For care rendered to a minor in Maryland facilities: Minor signature is required to facilitate parent/guardian proxy access.

Proxy addition/removal

Any patient older than 18 years of age can request or remove a proxy from their MyWVUChart account at any time through their personal MyWVUChart account. Proxy addition or removal for patients who are 13 through 17 years of age will be subject to the conditions described above. Providers can remove proxy and/or MyWVUChart access in emergent scenarios for patients of any age to protect the sensitivity of health information.

Contact us with questions

If you are experiencing any issues with the changes above or need any assistance with your MyWVUChart account, please contact us at 1-866-982-4278 or email us at mywvuchart@wvumedicine.org.

MyWVUChart and related services are subject to compliance with the Terms and Conditions posted to the MyWVUChart website. By using MyWVUChart, you agree to the Terms and Conditions. WVU Medicine expressly reserves the right, in its sole discretion, to terminate or limit a user's MyWVUChart.

If you have questions about information not visible in MyWVUChart or regarding the accuracy of information displayed, please contact the WVU Medicine Enterprise Information Management department at 304-598-4110.

Thank you for your attention to this information. It is our pleasure to serve your healthcare needs.

WVU Medicine