

## FAQ for Patients Under 16 Years Old

### Age 0 – 13

- Both parents/legal guardian(s) need to visit Health Information Department to enrol in the patient portal (with legal documentation if required)

### Age 14 - 15

- The patient must go to the Health Information Department to enrol in Patient Connect
- Parents *cannot* create an account for the patient *without* written consent from the patient

### Age 16 +

- The patient can provide email address at registration and self-enrol online
- Parent(s)/Legal Guardian(s) are automatically removed from patient account when the patient turns 16 years old
- The patient can re-consent to allow their parent(s)/legal guardian(s) to access their patient account

### Commonly Asked Questions

**What can my parents see?** Parents are able to view lab results, visit history, upcoming appointments, diagnostic and other reports.

**When can I have my own account?** You must be at least 14 years or older to create your own account.

**Can I limit the information my parents see?** By allowing your parents to create a Patient Connect account for you, you cannot limit what information your parents see.

**Will my parents have access to my health information forever?** Parents only have access to your health record if an account was created between the ages of 0-13. Parents' access are automatically removed from the patient account when they turn 16. Once the patient turns 16, they can re-consent to allow their parents to have *permanent* access to their health record.

**I am 14 years old, and I have consented to allow my parents to view my health records. I have changed my mind. Can I remove their access?** Yes, patients aged 14 and older can remove parents/legal guardians' access to their patient account at any time. This can be done by visiting the Health Information Department within the hospital.