

# SMH MyCare FAQ

## General FAQ

### Access

**Q: Does a patient need to obtain access through their primary care provider?**

A: No. Any registration area can provide the Terms and Conditions Authorization to the patient or their legal representative. Once signed and returned you will be registered and an email will arrive with information on how to set up and obtain access to SMH [mycare@aboutsmh.org](mailto:mycare@aboutsmh.org).

**Q: Can an emancipated minor have access their SMH [mycare@aboutsmh.org](mailto:mycare@aboutsmh.org) account?**

A: Yes, with appropriate legal documentation.

**Q: If the patient does not have an email in the system can they have access to the portal?**

A: No, an email address is necessary to obtain access to the portal.

### Test Results

**Q: How long before test results are automatically released to a patient's SMH [mycare@aboutsmh.org](mailto:mycare@aboutsmh.org) account?**

A: (1) Automatically by the system 36 hours after resulted or report is signed.

**Q: How do you request an appointment to see my provider?**

A: The patient needs to have seen a provider at one of the SMH facilities once the portal is functioning. to request an appointment a message is sent to the provider within the portal.

### PROXY FAQ

**Q: Define Health Care Proxy?**

A: Is a person that is designated by the patient such as a family member, social worker or home health professional to view your personal health information.

**Q: How do I know a patient has a proxy?**

A: A signed authorization should be scanned to their account.

**Q: Can a single adult or child under 12 proxy authorization form be signed if requesting access for more than one individual?**

A: No. One form is to be signed for each Proxy that you grant access to your health information.

**Q: Do we grant proxy access to a grandparent, aunt/uncle, or step parent?**

A: Yes but proper proxy forms and legal documents need to be obtained prior to granting access.

**Q: Do we grant proxy access to foster parents and/or case workers?**

A: Not without proper legal documentation and signed proxy authorization forms.

**Q: What if a patient has already signed the proxy form when they come into the office?**

A: An SMH employee should witness the patient's signature on the proxy form or the form should contain a notary stamp if the patient has already signed the form. Staff must compare the signature on the form to the signature on file for validation.

Note: The "Child 12-17 Proxy Authorization Form" must be signed in person at the office.

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**Q: What if the adult patient is not able to make decisions for themselves?**

A: If the adult patient is not able to make decisions, the Healthcare Power of Attorney would need to sign the “signature of patient” line on the “SMH [mycare@aboutsmh.org](mailto:mycare@aboutsmh.org) Adult Proxy Form” And indicate a relationship of “Healthcare Power of Attorney” as the “relationship to patient.” A current valid Power of Attorney document must also be supplied in order for this proxy document to be valid.

**Q: I have a 19 year old mentally disabled patient whose mother is the legal guardian. Can the mother sign the adult proxy access form for the 19 year old?**

A: If there is paperwork on record, the legal guardian would sign the form with her name in the patient signature field. If someone is designated as a legal guardian it means that an individual has been declared incompetent and another person can act on their behalf. If someone is acting as a Healthcare Power of Attorney, the individual they are representing must be incapacitated for the Healthcare Power of Attorney to be active. Healthcare Power’s of Attorney are more limited than legal guardians. Legal guardians have full authority to act on an individual’s behalf.

## Teen Proxy Access

**Q: What if a child under 18 does not sign the Child 12-17 Proxy Authorization Form?**

A: Teen full proxy access is not granted.

**Q: Can a patient who is 12-17 years old and has a child able to have an SMH [mycare@aboutsmh.org](mailto:mycare@aboutsmh.org) account?**

A: No. The system will not allow an activation code to be generated on any patient under the age of 18.

**Q: 12 year old patients may not understand or remember the form they signed as they get older. Should 12-17 year olds that have granted teen full proxy access be advised of their rights at each visit?**

A: It is up to the clinical staff to educate patients if they meet one of the qualifying condition outlined in the state law before reaching age 18. Patients ages 12-17 have the right to revoke full minor proxy access at any time.

**Q: Will there be an additional form for the patient to sign if they choose to revoke minor full proxy access?**

A: Yes, a proxy revocation form will be available in the event that a patient wants to revoke proxy access of the parent or legal guardian.

**Q: What do I say to a parent if the child revokes minor full proxy access?**

A: Explain that Illinois State Law protects a minor’s (age 12-17) health information when a qualifying condition exists as they are considered to have the same legal capacity as an adult in regards to their medical treatment. SMH does not notify the proxy if access is revoked by the patient.

**Q: I have a 15 year old mentally disabled patient whose mother would like proxy access. Can the mother sign the Child 12-17 Proxy Authorization Form for the 15 year old patient?**

A: Yes, the mother may sign stating the patient is disabled and two staff members must witness and co-sign the form.

## Revocation

**Q: How do I remove someone as my proxy?**

A: The SMH Revocation Form needs to be signed and witnessed at one of the SMH facilities.

## Discrepancy with Proxy Information

**Q: What do I do if I see something on the portal that does not look correct?**

A: Contact your provider and discuss this with him/her. In the event that documentation needs to be amended the Amendment Form needs to be completed by the patient and returned to the provider. The provider will review the form. They may not agree with the changes but will respond to your request in writing with their decision.