

# PAMFOnline for Children – Information Handout

## **PAMFOnline Proxy Access Program**

PAMFOnline Proxy Access Program is an electronic system that allows a parent, legal guardian, or conservator to access the PAMFOnline record of children less than 12 years of age for whom they are overseeing health care. The parent, stepparent, legal guardian or conservator must be 18 years of age or older.

## **What You Need To Know About Accessing a PAMFOnline Medical Record**

### ***Requirements for Accessing a Medical Record***

1. Submit one request form for each designated proxy representative (PR) and minor child. Children may have one PR. The same person can serve as a representative for more than one child. You may photocopy the form.
2. The PR, whether or not they are a PAMF patient, must submit the PAMFOnline Release of Information (ROI) request form to establish a PAMFOnline account. If you are already enrolled in PAMFOnline, you do not need to submit the ROI.
3. The child is not required to enroll in PAMFOnline.
4. Subscribing to PAMFOnline Messaging is optional. However, if the PR wishes to communicate electronically with PAMF physicians, the patient must subscribe to PAMFOnline Messaging for a \$60 annual fee. A family plan is available: \$60 for first family member, \$50 for the second and \$40 for the third. There is a cap of \$150 per family per year. Please contact the PAMFOnline Department at (650) 330-5858 or send an e-mail to [pamfonline@pamf.org](mailto:pamfonline@pamf.org) if you wish to use the family plan.

### ***Steps To Log Into PAMFOnline***

1. Once the access code is received, the PR must log into PAMFOnline to establish a user name and password. Skip this step if you are already enrolled in PAMFOnline.
2. After logging into your own account, click on the link provided to access proxy information.
3. Click on the patient's name to activate proxy and enter the child's medical record.

### ***PAMFOnline Messaging***

1. If you wish to send a message to the child's physician and the parent has subscribed to PAMFOnline messaging for the child, the message must be sent from the child's record.
2. Responses will be sent to the child's inbox.
3. E-mail alerts will be sent to the e-mail address given at the time of enrollment.
4. To subscribe to PAMFOnline messaging, you must be in the child's record. From the left menu, click on "Subscribe to Messaging" or call the PAMFOnline Department if you are using the family plan.

### ***Revocation of Proxy Access***

1. Proxy Access will be revoked if and when the PR terminates Proxy Access electronically or in writing, or at PAMF's discretion.
2. If the child no longer receives his or her health care at PAMF, Proxy Access will be revoked.