

Patient Gateway

Patient Care Representative (PCR) Access

Agenda

- Background: Patient Care Representative (“Proxy”) – Mallory Getman
- FAQ – Mallory Getman
- Navigation Demonstration – Mike Cook



Frequently Asked Questions

Scenario: My patient is 13 years old. How do I set up a PCR account?

- Patient and PCR need to complete the [PCR Form](#)
- Patient needs to have a “Teen Account”
- PCR and patient will have a limited view

Scenario: My patient is 19 years old. The patient’s mom is the Health Care Proxy agent. Can I set up a PCR account? What if the patient is unable to make medical decisions?

- **No**, the Health Care Proxy (HCP) does not allow for the creation of a PCR account, no matter the circumstances
- If Health Care Proxy is invoked, the HCP agent can obtain information from the patient’s care team and retrieve copies of medical records to aid in decision-making



Frequently Asked Questions (con't.)

Scenario: My patient is 19 years old. Their mom is their permanent, legal guardian. Can I set up a PCR account for the mom?

- So long as we have the guardianship paperwork, and the guardianship does not impose any limits, the mom/legal guardian may have a PCR account to access their adult child's record

Scenario: My patient is 15 years old and has complex medical needs. The standard "Teen Access" in Patient Gateway is insufficient for patient or their caregivers to coordinate the patient's care. Can they get a full access PCR Account?

- This is possible, but requires additional steps
- Set up a normal "Teen Account" but also complete Teen Variance form which requires clinician to document the medical necessity for this exception
- The additional variance form is sent to ppgoperations@Partners.org for review and approval



Demo Adding PCR (Proxy)

Tip Sheet





Mass General Brigham