

## MyScripps Access for Teens (ages 12-17)

Scripps is excited to offer MyScripps\* patient portal access to teenage patients and their parents and guardians.

### Teenage patients can access their own accounts

Teens from ages 12-17 are eligible to sign up for their own MyScripps account. Once they sign up, teen patients will have full access to message their providers, review upcoming and past visit information, view test results, medications, immunizations, health trends and more. Currently, online scheduling is not available for teens.

Teens can request MyScripps access in-person at their pediatricians' office or by contacting the Qualcomm Premier Plan concierge via phone at 844-884-7266 or email at [qualcomm.service@scrippshealth.org](mailto:qualcomm.service@scrippshealth.org).

### Parent and guardian proxy access to teenage patient charts

As a parent or guardian, you can request proxy access to your teenager's chart. If you already have proxy access to a child under age 12, your access will automatically transition to the modified teen access on his or her 12<sup>th</sup> birthday and last until they turn 18.

If you do not currently have proxy access, you can request this online via the MyScripps home page, in-person at the pediatrician's office, or by contacting the Qualcomm Premier Plan concierge via phone at 844-884-7266 or email at [qualcomm.service@scrippshealth.org](mailto:qualcomm.service@scrippshealth.org) or in-person at the Qualcomm Health Center.

Under federal and California law, when minors reach age 12, they have a legal right to health information privacy. In compliance with these laws, we limit the information that a proxy can view in a teenager's chart. While your child is between the ages of 12-17, you will be able to message his or her providers, review and refill medications,\*\* schedule appointments, and track growth charts. At this time, proxy access for teens does not allow the viewing of test results, upcoming or past appointments or letters.

### Teens with diminished capacity

If you are caring for a child with diminished capacity, you can be granted full access to his or her MyScripps account until your child is age 18. Please request the *Diminished Capacity: Adult to Minor* access at your physician's front desk. You may also be required to obtain sign-off from the treating physician that this access is necessary.

For questions regarding MyScripps access, please contact the Qualcomm Premier Plan concierge team at 844-884-7266 (844-884QCOM) or [qualcomm.service@scrippshealth.org](mailto:qualcomm.service@scrippshealth.org). Concierge team hours are Monday through Friday from 7 am to 7 pm.

## **Link accounts from other organizations**

You can use MyScripps to view your health information from other organizations, such as Rady Children's, where you and your family have records. When you connect your accounts from the participating organizations, you will be able to see information including allergies, care team, health issues, medications, messages, test results, and visits, all in your account with Scripps Health\*\*\*.

To link your accounts, log into MyScripps and go to Account Settings. Choose the "Link My Accounts" option. Review and agree to the terms, and click the Agree and Search button to find organizations you can link to.

*\*Only applicable to those providers on the Epic MyScripps platform. If you're looking for a new provider who uses MyScripps, contact the Qualcomm Premier Plan concierge team for assistance.*

*\*\*Sensitive medications will be filtered from proxy view.*

*\*\*\*What you can see and do in MyScripps depends on what the other healthcare organization allows you to see and do in your account with them.*