

## Parental Access to *My Care Connection*:

### What Happens When Your Child Turns 18

#### Knowing Notes



## Who Do I Contact With Questions?

If you have questions concerning access to your child's medical records through *My Care Connection*, please contact:

**Diabetes:** 513-636-2444  
**Rheumatology:** 513-636-4676  
**Cystic Fibrosis:** 513-636-6771  
**Kidney Transplant:** 513-636-4531  
**Liver Transplant:** 513-636-4955  
**Toll-free:** 1-800-344-2462

**Hours:** Monday - Friday  
 8:30 am - 4:30 pm



You can also contact the Health Information Management department at Cincinnati Children's:

Health Information Management  
 Cincinnati Children's Hospital  
 Medical Center  
 3333 Burnet Avenue  
 Cincinnati, OH 45229  
 513-636-8233

## Tips on Talking to Your Child About Transitioning the Portal

**Talk to your child before his/her 18<sup>th</sup> birthday about *My Care Connection*.**



A year or more before your child's 18th birthday, here are some things you might think about:

- If your child has never used the portal, sit down and look at it together.
- Explain how you use the portal and how it has helped in your child's care.
- Ask your child if he/she has any worries about managing his/her own medical care.
- Ask your child how involved he/she would like you to be during this transition into adult medical care.
- Show your child how to print off and share the information with others.
- Talk to your child about with whom he/she might share the portal information.
- Assure your child that you are there to help whenever he/she has questions or concerns.

## Can my Child Access *My Care Connection* While Away at College?

*My Care Connection* can be accessed at any time of day and from any location.

- Have your child check out the available computers on campus so he/she knows which ones provide internet access.
- Tell your child that he/she can request help through the college's office of disability services.
- Make sure your child knows the URL for *My Care Connection*:  
<https://mycareconnection.cchmc.org/MyCareConnection/login.aspx>.
- After typing in his/her user name and password, your child is ready to go.

## When Will my Portal Access be Turned Off?

Portal access will be turned off on the day of your child's 18th birthday.



## Will I Have Access to My Child's Medical Records Through *My Care Connection* When He/She Turns 18?

At age 18, children become their own legal guardian by default. That means that your access to *My Care Connection* will be turned off unless we receive written authorization from your child.

We understand that no longer having access to *My Care Connection* can be unsettling, even scary. That's why we're providing some tips and information on how to prepare for this transition.

## Is There Any Way to Keep my Access to *My Care Connection*?

To continue access to *My Care Connection*, your child must complete a portal access authorization form. Once consent has been granted, your access will be turned back on.

For instructions and to download a form, visit [www.cincinnatichildrens.org/portal](http://www.cincinnatichildrens.org/portal)



**At age 18, children become their own legal guardian by default.**



**You must show proof of guardianship to continue access to *My Care Connection*.**

## What if my Child Does Not Have the Mental or Physical Ability to Make Decisions About his/her Health Care?

You can continue to have access to your child's health information on *My Care Connection* if you can show that a court has appointed you as your adult child's legal guardian.

As legal guardian, you:

- May sign the appropriate forms to gain access to the portal
- Will need to show written proof of legal guardianship or power of attorney when you send in the new portal access authorization form

## For More Information

For more information about guardianship or to download an access form, visit:

[www.cincinnatichildrens.org/portal](http://www.cincinnatichildrens.org/portal)