
Lisa A. Kelch, MD Timothy A. Teller, MD Robert W. Snyder, MD Elizabeth A. Schloss, MD
Tricia W. Lucin, MD Elisabetta Canini, APRN-CNP Stephanie A. Yoder, APRN-CNP

Dear Parents,

We are notifying you about an upcoming change that will affect how you can access your child's medical information via our patient portal. In 2016, the 21st Century Cures Act was signed into law which was aimed at increasing patient access to their medical record. There are new regulations that go into effect April 5, 2021.

Hilliard Pediatrics is committed to partnering with our families to allow appropriate access while placing federally required restrictions on certain parts of the medical record. Starting April 5, almost all of your child's medical record will be immediately available to the patient, parent or guardian depending on the situation. Examples include clinical notes, immunizations, laboratory results, medications, demographics, vital signs, and growth curves.

This improved access will potentially empower patients and parents by having greater awareness and control of their healthcare. However, there is also a risk that parents will gain access to protected medical information for adolescents. As many of our parents with a teenager know, we ask parents to leave the room during a well visit to allow the teenager to ask questions confidentially. Likewise, the EMR record will offer teenagers similar privacy.

In order to comply with the new regulations, we will be making changes to the set up of our patient portal. Over the next few months, we will be transitioning all of our patient portal accounts to what is called a proxy portal. This allows us to set up each parent with one account that can access all of your children with one login. It also allows us to comply with the various state and federal laws regarding your child's protected health information.

As a part of this transition, our staff will be manually verifying your information and creating your new proxy account. When this occurs, you will get 2+ emails. The first email will be a welcome email that provides you with your username and password. You will then get an email for each of your children stating that you have been granted access to their portal account.

If you are not currently set up for the portal or would like another parent set up, please call our front desk and they would be happy to assist with this. Please note that due to the confidential information contained in the patient portal, we are only able to set up accounts for the legal guardian of the patient.

Thank you for your cooperation as we work to appropriately implement the requirements of the 21st Century Cures Act.

Sincerely,

Hilliard Pediatrics