

VALLEY | CITIES

Behavioral Healthcare

COMPASSION. CONNECTION. COMMUNITY.

Proxy Access on a Portal Account

What is a Proxy?

An individual who has been granted permission by a client or a client's legal guardian to have access to their health records on the Valley Cities' Client Portal. Currently, this proxy access is limited to the following items, and some types of access may be even more limited.

- View parts the medical record
- Review medications and health history
- View test results
- Discharge instructions and health topics
- Send secure messages to a provider
- Request medication renewals
- Request an appointment
- View details of past and upcoming appointments

How can someone get proxy access?

An individual must either be:

- A parent or legal guardian of a minor child aged 12 or under.
- A designee authorized by an individual aged 13+.
- Court-appointed as a guardian/surrogate authorized to make legal/medical decisions on behalf of an individual.

Adult Proxy Access

To request access to an adult's Portal account, complete and submit the Authorization for Proxy Access for 13+ form below in-person at one of our clinic locations. If you are unable to come in-person email the form to clientportal@valleycities.org with a copy of a valid photo ID. This requires a review by an authorized Valley Cities employee and can take 3-5 business days after forms are submitted.

- [Authorization for Proxy Access for 13+ \(PDF\)](#)

Child (Under age 13) Proxy Access

Please complete the [Minor Client Proxy Access Request Form \(PDF\)](#) in-person at one of our clinic locations. You will be asked to show proof of identity with a valid photo ID. If you are unable to come in person, attach it with a copy of the parent/guardian's valid photo ID and email it to us at clientportal@valleycities.org. This requires a review by an authorized Valley Cities employee and can take 3-5 business days after forms are submitted.

Teen Account (13-18th Birthday) Proxy Access

Access to a teen's Portal account changes when they turn 13 because of state and federal laws that protect the privacy of those seeking treatment for substance abuse and mental health issues.

Teen consent is required for parents or legal guardians to access their teen's Portal account information. Teen access is only available to teens who grant consent to a parent or legal guardian; however, a teen may revoke such consent at any time. **Teen Portal access automatically expires at age 18.**

The teen and their parent/guardian must both complete a [Proxy Authorization Form for Clients 13+ \(PDF\)](#). Please make sure it includes the teen's (client's) signature. Proxy individuals will be asked to show proof of identity with a valid photo ID. If you are unable to come in-person, attach the form with a copy of the parent/guardian's valid photo ID and email it to us at clientportal@valleycities.org. All requests require a review by an authorized Valley Cities employee and can take 3-5 business days after forms are submitted.

Approval of Proxy Access

Once we receive and approve this request form, we will set up the account for proxy access. We will email a unique access code and activation instructions to the email address provided on this form. The accounts will be linked and available once the account is activated. Proxies who already have an account will receive notification through the portal. Expect to have a response within 3-5 business days.

How long does Proxy access last and can it be revoked?

Proxy access will continue unless one of the following happens:

- A minor client turns 13 years of age. At this point, proxy access is automatically revoked and will not be re-granted unless the 13-17 yr old re-authorizes access by submitting a new form.

- A minor client turns 18 years of age. At this point, proxy access is automatically revoked and will not be re-granted unless the 18+ re-authorizes access by submitting a new form.
- A client 13+ requests that the proxy access be revoked at any time and for any reason.
- Client is no longer receiving treatment from Valley Cities and their medical record has been closed.
- Client is deceased.