

Online Services Records Access – Information for Parents

Before a child develops the capacity to make an informed choice about their health care or who might have proxy access to their records, the usual position would be for the parents of the child to control access to their child's record and online services.

Children vary in the age at which they are able to make an independent and informed decision about who should have access to their record. Young people from the age of 11 may be considered competent.

People aged 16 or above are assumed to be competent to make an independent and informed decision about their medical care.

A child's account (proxy account) will be restricted when the child reaches the age of 11. Between 11 and 15 years of age the account will only be active to book an appointment. The proxy user will be notified of this by email 1 month prior to the patient's birthday.

A proxy account will be revoked when the child reaches the age of 16. Patients over 16 are deemed competent to manage their own account. The proxy user will be notified of this by email 1 month prior to the patient's birthday. The 16 year old will be notified of this in their birthday month. They will be encouraged to register for their own online access.

For anyone requesting online access to a child's records we require proof of parental responsibility, in most cases this is a birth certificate with the parent's name. We may also need to confirm this with the other parent on the birth certificate.