



Privacy Buzz



March 2022 Granting MHAV access

Granting MHAV Access

All requests to access a patient's My Health at Vanderbilt (MHAV) must be appropriately linked.

<https://www.vanderbilthealth.com/information/getting-started-my-health-vanderbilt>

When do I send the MHAV Support Team a request for Legal Review?

- When access is being requested to a minor's MHAV and it is not their biological child
- When access is being requested for an adult patient with diminished capacity

Additional tips regarding Minor Patients:

- **Required:**
 - Only the MHAV Support Team can grant proxy access for legal cases
 - Legal documents must be provided if requestor is NOT the biological parent.
 - The biological parent/legal representative completes the MHAV application.
 - The biological parent/legal representative must be the **proxy** on minor's MHAV patient portal.
- **Please note:**
 - Patients under 13 years of age, ALWAYS select the process access type as Preteen Surrogate.
 - Patient 13-17 years of age, ALWAYS select Teen Surrogate.
 - For ages 13-17, access is not granted unless approved by the **patient**
- **Caution:**
 - Stepparents cannot be granted access through the MHAV portal.
 - The biological parent/legal representative must complete an application and a Communications with Family and Others... form for access to be granted within the clinic.

[My Health at Vanderbilt \(MHAV\): Eligibility and Levels of Access](https://vanderbilt.policytech.com/docview/?docid=26394)

(<https://vanderbilt.policytech.com/docview/?docid=26394>)

[My Health at Vanderbilt \(MHAV\) Portal Access \(SOP\)](https://vanderbilt.policytech.com/docview/?docid=26393)

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For more information go to: <https://www.vumc.org/information-privacy-security/> or e-mail the Privacy Office at privacy.office@vumc.org