



For Everyone

Helping Parents and Caregivers Access COVID-19 Test Results for Children or Loved Ones

New Tools Available to Designate MyChart Proxy Access

With the current surge, more parents and caregivers are seeking COVID-19 tests for their children or loved ones. Due to HIPAA regulations, these results are only shared through **MyChart**, as with any other health records. To help parents or legal guardians access these results, several options are available to provide third-party “proxy” access.

Note: parents, guardians or caregivers must have their own active HM MyChart accounts to request and view their children’s or loved ones’ records.

- A **Request Proxy Access** button is available from the [MyChart home page](#), which links to an electronic Proxy Application form. This form can be completed online and directly submitted to HIM. These forms are processed daily.

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COVID-19 Vaccine: A COVID-19 vaccine is currently available to individuals 12 years of age and older. For the most up-to-date information on the COVID-19 vaccine please click [here](#).

For everyone's safety, anyone entering our hospitals, clinics or doctor offices must wear a mask. At this time, we are limiting non-COVID patients to 1 healthy visitor in Houston Methodist facilities. For exceptions, please click [here](#).

If you are experiencing a cough, fever, or other symptoms specific to COVID-19, please use [Virtual Urgent Care](#) or call your doctor's office before scheduling an appointment.

Communicate with your doctor's office
Get answers to your medical questions from the comfort of your own home

Access test results sooner
No more waiting for a call or letter – access results and your doctor's comments as soon as they're ready

Pay your bill securely
Review your medical bills and send secure payments online

Schedule and review appointments
Schedule your next appointment, or view details of your past and upcoming appointments

Family Members and Caregivers
[Request proxy access](#)

[Pay Bill as guest](#)

Customer Service Phone Number
832.667.5694

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- Proxy access details for parents are included on the After Visit Summaries (AVS) for minor children, including directions to request access.
- Patients receive a text message and email following a COVID-19 test with a reminder that test results are available through MyChart.
- A flyer with proxy access instructions is available in some COVID-19 testing locations.

SPG/PCG front desk staff and practice managers can designate proxy access for biological parents who have completed a printed Proxy Application form.