



Patient Portal - Caregiver Access, Teen, and Minor Accounts



To help protect your privacy and comply with Mayo Clinic's terms of use, each person accessing the Patient Portal should use an account created in their own name with a unique username and password.

Adult Mayo Clinic patients can request **caregiver access** through the Patient Portal. This allows them to help manage the care of another Mayo Clinic patient, including children or other individuals for whom they provide care, while viewing health information with appropriate permission.

Patients ages 13 to 17 are required to create their own Mayo Clinic Patient Portal **Teen account**. Teen accounts allow patients to access important features of care, including participating in video visits, viewing parts of their health information, and securely communicating about their care while maintaining appropriate privacy protections.

When granting caregiver access and creating teen accounts, Mayo Clinic follows federal and state privacy laws to help protect patients' personal health information and support their right to manage who can access their medical records.

REQUESTING CAREGIVER ACCESS

You can request **caregiver access** through your Mayo Clinic Patient Portal account by following these steps:

- 1 Log in to your Mayo Clinic Patient Portal account.
- 2 Select Account (or your name) in the upper right corner.
- 3 Select the "Caregiver Access" option.
- 4 Read the information on the new screen.
- 5 Select "Begin Request" on the bottom of the screen and follow the online instructions.

If you do not have a Mayo Clinic Patient Portal, call Patient Portal Technical Support at 507-538-3879 or 877-858-0398 Monday through Friday from 7 a.m. to 6 p.m. Central Time for assistance in creating your account.

CAREGIVER ACCESS ACCOUNTS REQUESTED BY NON-MAYO PATIENTS

As a Mayo Clinic patient, you may choose to give another person access to your medical information through the portal via **caregiver access** — even if they are not a Mayo Clinic patient.

For example, you may want an adult child, family member, friend, or trusted caregiver to help manage your care and view your health information.

In some cases, a signed authorization from the patient may be required to grant caregiver access. The authorization form can be found [here](#). Instructions for returning the completed form are included on the document.

To create a caregiver account, the caregiver should contact Patient Portal Technical Support for assistance:

Phone: 507-538-3879 or 877-858-0398
Hours: Monday through Friday, 7 a.m. to 6 p.m. Central Time

Our team will help the caregiver create a Mayo Clinic Patient Portal account and guide them through the process of requesting caregiver access.

CAREGIVER ACCOUNTS FOR MINORS (UNDER 13 YEARS OLD)

Mayo Clinic patients who are under 13 cannot create their own Patient Portal accounts. However, an authorized caregiver (parent, stepparent, or guardian) can have full access to the health information through their own portal with caregiver access.

To request **caregiver access** to a minor patient, follow the instructions for requesting caregiver access already shared.

LIMITED ACCESS CAREGIVER ACCOUNTS

When a child turns 13, caregiver access will change to **limited access**. Limited access allows caregivers to access allergy and immunization lists, secure messaging, Express Care Online visits (where Express Care Online is available), and some appointment information.

The age range for limited access caregiver accounts is based on federal and state privacy laws regarding the age at which minor patients can consent to their own medical care.

SPECIAL ACCESS CAREGIVER ACCOUNTS

In some cases, **special access** may be granted for parents or guardians of patients who are between 13 and 17 years old. This special access can only be ordered by the child's Mayo Clinic provider when the minor has diminished capacity or faces other extenuating medical circumstances.

A **special access** caregiver account allows caregivers the ability to view all the information in the Mayo Clinic Patient Portal for patients in this age range. If you believe special access is appropriate for your situation, discuss this option with your child's provider.

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TEEN ACCOUNTS FOR MINORS (AGES 13 - 17)

Patients who are 13 through 17 years old must request and create their own Mayo Clinic **Teen account**. However, to ensure proper identification and consent, these accounts cannot be created online.

The teen and parent, stepparent or guardian must call Patient Portal Technical Support at 507-538-3879 or 877-858-0398 to create the account. This account will remain with the child into adulthood.

Teen patients will be asked for identifying information, and they must be able to provide answers without prompting.

Parents, stepparents or guardians will be asked to verify information about themselves to confirm their relationship to the teen.

Once the staff member obtains the information and verifies the identities of both the patient and the adult, the staff member will work with the teen to complete the account creation process.