



# Stay on top of their health

## NEW ONLINE FEATURES FOR PARENTS

Whether you have a tot or a teen, we can help make it easier and more convenient to stay on top of your family's health. Sign up for Act for a Family Member and, with a few clicks, you can start using these secure online features:

- E-mail your child's pediatrician or other practitioners with routine questions
- Schedule routine appointments
- Order prescription refills
- Check immunizations and screening tests
- If your child is under age 12, you can also view select lab test results, prescription medications and past office visit information.

Because we take your family's privacy seriously, only Kaiser Permanente members who are legally authorized to act for your child may use this feature.

For more details and to get started, visit [kp.org/actforfamily](https://kp.org/actforfamily).

To get trusted information from Kaiser Permanente doctors on raising babies, kids, and teens, subscribe to our online newsletters for parents: *Healthy Beginnings*, *Healthy Babies*, *Healthy Kids* and *Healthy Teens*. Sign up through your pediatrician's home page at [kp.org/mydoctor](https://kp.org/mydoctor).

# FREQUENTLY ASKED QUESTIONS

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### Who can use Act for a Family Member?

You may request authorization to act on your child's behalf if all of the following apply:

- Your child is 17 or younger
- You have legal authority to access information and make medical decisions for your child
- Both you and your child are Northern California Kaiser Permanente members

### Once I have access, how do I use the secure features to act for my child?

To help ensure the security and privacy of personal health information, you will need to sign on with your own user ID and password each time you use our online features, including Act for a Family Member. To act on your child's behalf, follow these steps:

1. Sign on to **kp.org** using your own user ID and password
2. Click "Switch member" in the left column
3. Select the name of the person on whose behalf you'd like to act
4. Confirm that you're legally authorized to act for that member

### How long does my access last?

Authorization lasts for two years. After two years, we'll ask you to renew your authorization request. We require these updates to keep your family's information secure and to ensure that only authorized parents or guardians can access a child's record. If you currently act for a child who is 11 or younger, your access will expire when he or she turns 12. Simply request a new authorization.

### Is there anything different about online access for parents of teens?

Teens have a growing need for privacy and independence, and may use some medical services confidentially. Upon turning 13, teens may request their own kp.org account. Also, state laws protect certain parts of a teen's medical record. Parents and guardians of teens have modified access to the following online features.

- **Appointments:** You can make appointments for your teen, but cannot view a teen's existing appointments online unless your teen specifically grants you authority to do so through Act for a Family Member.
- **Prescriptions:** You may order prescription refills for your teen through kp.org if you know the prescription number and your teen's medical record number. However, you cannot view a summary of your teen's prescription medications.
- **Lab results:** This feature is not available online for teens or parents of teens.

### What happens when my teen turns 18?

Young adults take legal ownership of their medical records beginning at age 18. If a teen has a **kp.org** account, it will automatically convert to adult access for all secure online features. Therefore, your Act for a Family Member authorization expires when your child turns 18. Your teen can grant you authorization for continued access, if he or she wishes, through the Act for a Family Member page.

### An important note about secure messages and confidentiality

Secure messaging is a transparent way for families to share communication with their teen's doctors. While e-mail messages to doctors and practitioners are secure, they are not confidential. If your teen has their own **kp.org** account, he or she will be able to read what you write. By the same token, you will be able to see messages to and from your teen and his or her doctors. For sensitive or confidential information, it is best to talk with your teen's doctor or practitioner by phone or in person.

We encourage teens to discuss all important issues with their parents. Together, we can work to keep your teen healthy.