



New Guidance on Teen Access to Records and Patient Portal

TO parents/guardians,

Due to new changes in the Commonwealth of Virginia code (§54.1-2969), Valley has updated its policies and procedures regarding a teen's access to personal health information. This position of the new law supports giving teens a safe space to get help, enabling teens to navigate their own healthcare and providing teens with access to their patient portal.

What does this mean for teams providing services to this age group:

- Teenagers age 14 and older will receive registration keys to their own patient portal.
- Parents/guardians will not be given access to the teen's portal without the written permission of the teen.
- Teens will be able to choose a tier of access for their parents or guardians on the proxy access form which will control what specified users see in the teen's portal.
- A parent or legal guardian may call 540-213-7333 or email clientportal@vcsb.org to request portal set-up for a child age 13 and younger. Access expires on the patient's 14 birthday.
- Teens ages 14-17 who have significantly diminished capacity and parents or guardians who want to have full access: The teen's chart will be reviewed to determine if full access is needed. If approved, the parent/guardian will be given full access.

Tiers of Access: A teen will be able to select from the following tiers of access to share their patient portal.

- Tier 1= Limited Access which consists of bill pay, statements, insurance information, next scheduled appointment, and who is on their teen's care team.
- Tier 2= Expanded Access which consists of all Tier 1 plus messaging- the ability to send, receive, and view all messages to the patient and their primary staff, request appointments if in med services, and requests refills.
- Tier 3= Full Access, which is the same as the patient.

Deactivation: The patient portal may be deactivated at the discretion of Valley Community Service Board. The following is a list of reasons which may result in deactivation. This list is not inclusive, and each circumstance will be evaluated individually.

- Automatic system deactivation for a parent to view a child's record when the child reaches the age of 14.
- Inappropriate use of messaging or communication (e.g.: excessive, unnecessary, inappropriate content.)
- Pending legal issues with patient or direct family (e.g. termination of rights)