

Patient Gateway Access for Parents/Guardians

Parents or legal guardians can set up a Patient Care Representative (PCR) account to see their child's health records in Patient Gateway. There are 3 ways to request access:

1. Log in to [Patient Gateway](#) and fill out the PCR access request form.
2. Request access during an appointment.
3. Call Technical Support at 1-800-745-9683.

Legal guardians must provide documentation of guardianship before access is approved.

PCR Access for Children (Ages 0-12)

PCR has full access to the child's health records. But once the child turns 13, access will become limited. This is to protect your teen's privacy and confidentiality, which is required by [Massachusetts state law](#).

PCR Access for Teens (Ages 13-17)

PCR can see all records from ages 0-12. However, PCR access to teens is limited. This is to protect your teen's privacy and confidentiality, which is required by [Massachusetts state law](#). An example of information that is not shared is anything related to sexual activity/contraception.

When the teen turns 18, PCR access ends automatically.

If you have questions, please review our [FAQs](#). You can also contact Technical Support [online](#) or by calling 800-745-9683.