Adult patients at Mayo Clinic can request caregiver access accounts. These accounts allow them to view medical records of Mayo Clinic patients including their children and others for whom they manage care.

Additionally, Mayo Clinic patients 13 years or older need to create their own Patient Online Services account. Accounts created by patients age 13 through 17 are called minor accounts.

When authorizing these two types of accounts, Mayo Clinic follows federal and state laws to ensure that patients’ privacy and right to control their health care information are protected.

### Requesting Caregiver Access Accounts

You can request a caregiver access account through Patient Online Services. To request the account:

1. Log in to your Patient Online Services account.
2. Select your name in the upper right corner.
3. Select the “Add another patient account” button.
4. Read the information on the new screen.
5. Select “Begin Request” on the bottom of the screen.
6. Follow the online instructions.

### Caregiver Access Accounts Requested by non-Mayo Patients

As a Mayo Clinic patient, you can allow other individuals access to your medical information, even if they have not received care at Mayo Clinic themselves.

For example, you may want your adult children to have access to your information, but they are not Mayo Clinic patients.

To create this account, the caregiver who is not a Mayo Clinic patient should

1. Call Mayo Clinic Customer Assistance (877.858.0398) or talk with a desk attendant at a Mayo Clinic location Monday through Friday from 7 a.m. to 7 p.m. Central Time for help with getting a Mayo Clinic number.
2. Create a Patient Online Services account.
3. Create a caregiver access account by following the instructions shared earlier.

### Patient Online Services Accounts for Minors under 13 Years Old

Mayo Clinic patients who are under 13 cannot create their own Patient Online Services accounts. However, an authorized caregiver (parent, stepparent, or guardian) can create caregiver access accounts for these patients and have full access to the health information.

To create this account, follow the instructions for requesting caregiver access accounts already shared.
Limited Access Caregiver Accounts

When a minor turns 13, caregiver access accounts will become limited access accounts. Limited access accounts allows caregivers to view allergy and immunization lists, secure messages, and Express Care Online visits (where Express Care Online is available).

Special Access Caregiver Accounts

In some cases, a provider can order what’s called special access for patients who are between 13 and 17 years old. This special access can be ordered by a 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 Patient Online Services for patients in this age range.

Patient Online Services Accounts for Minors ages 13 - 17

Patients who are 13 through 17 years old must request and create their own Patient Online Services accounts. However, to ensure proper identification and consent, these accounts cannot be created online or over the phone.

The minor and parent, stepparent or guardian must go together to a Mayo Clinic location to create the account. When they arrive, they should go to a desk attendant and ask to create a Patient Online Services account for the minor.

Minor patients will be asked for their first and last name, date of birth, address, phone number, Mayo Clinic number, and email address. They will also need to provide a unique user name.

Parents, stepparents or guardians will be asked for their driver’s license or other valid government-issued ID.

Once the desk attendant enters the information and verifies the identities of both the patient and the adult, an email is sent to the minor patient. The patient will need to follow the instructions in that email to complete the account creation process.

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.