

Online Patient Services

How to Access Family Records Online



NOT ALREADY ENROLLED IN MY HEALTH ONLINE?

- **Step 1:** Go to <https://myhealthonline.sutterhealth.org/MHOEnroll>.
- **Step 2:** Choose *Online Enrollment* to receive an access code via email or SMS text message and click “Get Started.”
- **Step 3:** Select *Community Physicians* in the Sutter Affiliate Medical Foundation and then complete the Form below. Click on “Continue.”
- **Step 4:** Complete the Address Verification section.
- **Step 5:** After receiving your access code (within 24 hours via email or SMS text message) return to <https://myhealthonline.sutterhealth.org/MHOEnroll> and click “Create My Account Now.”
- **Step 6:** Enter your access code, and follow the simple instructions.

NOT ENROLLED, BUT STILL NEED ACCESS TO YOUR CHILD’S ACCOUNT?

- **Step 1:** Go to <https://myhealthonline.sutterhealth.org/MHOEnroll>.
- **Step 2:** Choose the third option to *request proxy access* and click “Continue.”
- **Step 3:** Follow the steps for children under 12.
- **Step 4:** Click on proxy access request form, fill out and fax to (877) 607-6484.
- **Step 5:** Receive your access code via US postal mail and follow instructions to establish your account and access your child’s online health record.

NEED PROXY ACCESS?

- **Step 1:** Log into your My Health Online account.
- **Step 2:** Click *Request Access to My Family’s Records* under “My Profile.”
- **Step 3:** Enter your child’s information in “Parent Validation.”
- **Step 4:** Once proxy access is granted, your child’s name will appear under “My Family Records” under “Health Record.”
- **Step 5:** Click on your child’s name to access their medical record.