Creating and Accessing Dependent's and/or Family Members in My Premise Health:

Step 1: Create the Dependent's Account

For all dependents: You may either contact Cloud Care at (844) 737-0894 option #1 or scan the QR code below to get the link required to activate the dependent's portal.

- Once you receive the link in your personal email, follow the instructions to activate the portal for the minor.

- Once the minor account in "My Premise Health" has been created, follow the steps below to add yourself to the minor account.

To learn more about minor health records, please visit members.premisehealth.com/minor-proxy.

Step 2: Request Proxy Access for a Minor (Age 17 and Under)

- **Age 2-11** Parents and legal guardians will be granted automatic full proxy access to dependents.
  - Access will include: appointment scheduling, billing, messaging, and health records.
  - Will not require adolescent permission

- **Age 12-17** Parents and legal guardians will automatically be granted limited proxy access.
  - Limited access will include: appointment scheduling, billing, and messaging only.
  - For full access: adolescent will be require to complete and sign a "Parent/Legal Guardian Proxy Access" form.
    - Once signed, full access will be granted and will include appointment scheduling, billing, messaging, and health records.

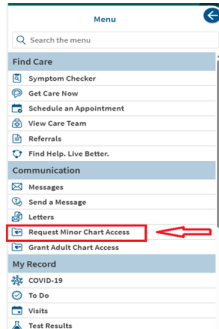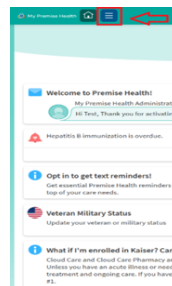**cloud care** Operated by Premise Health | **Premise Health**®

Sign in or create a My Premise Health account for a simple and fully confidential way to communicate with your care team, schedule appointments, request medication refills etc.
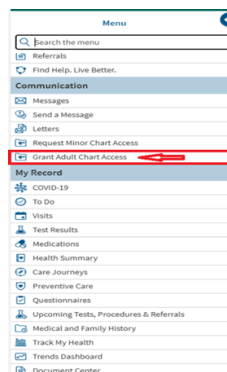
Create an account.

1 Log onto your own "My Premise Health" account. Click on the **menu icon** (three horizontal lines) in the top-left corner of the homepage

2 Under this section of the menu, select **Request Minor Chart Access.**

or

For **Adult Chart Access,** under the section of the menu, select **Grant Adult (18+) Chart Access.**

3 Complete the **Request Minor Chart Access** form and click **Submit.**

or

Complete the **Grant Adult (18+) Chart Access** form and click submit.

4 You will receive a confirmation that your request has been submitted.

Request Minor Chart Access

Your request has been submitted.

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