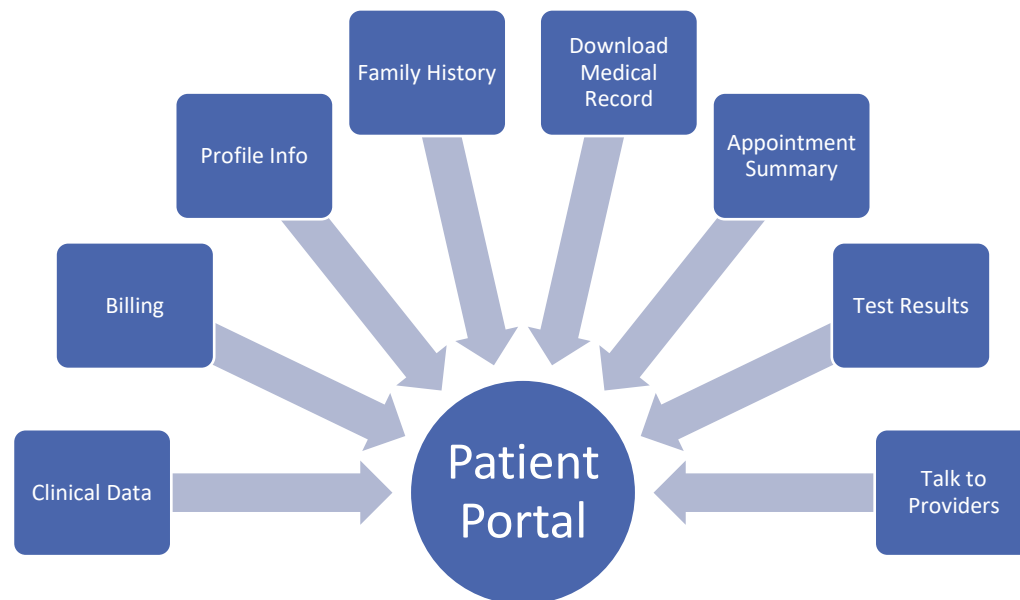


East Tennessee Children's Hospital

Guide to Granting Shared Access in Patient Portal

Patient Portal & Shared Access

The **Patient Portal** provides easy access to your child's medical records. **Shared Access** allows parents or legal guardians to manage who has access to their child's patient portal and can customize their access level. For example, a grandparent may be given access to the clinical data while a step-parent may be granted access to clinical and billing data.



Step #1

- Visit <https://patientportal.etch.com>.
- Log in with your current username and password.

Contact our medical record staff at (865) 541-8454 if you have a question about your username or password.



[Sign In](#) [Create Account](#)

By logging in to the ETCH Patient Portal, you certify that you are the patient, legal parent, guardian, or representative of the patient(s) associated with your account. If not, please contact East Tennessee Children's Hospital at 865-541-8454.

**Your username/password have been entered.
Click the Sign In button to view your portal.**

Username (required)

Password (required)

protected by reCAPTCHA
[Privacy](#) - [Terms](#)

[Forgot Username?](#)

[Forgot Password?](#)

[Español](#)

Step #2

- Select the purple “Profile” button.



EAST TENNESSEE

Children's Hospital

Log Off



Messages



Health Record



Health Tracker



Appointments



Billing



Profile

Step #3

- Select “Shared Access” on the right panel.



Profile

This Profile page reflects the current information in your child's Electronic Medical Record. Select 'Update Profile' to request a change to this information. [Learn More](#)

Demographic Information

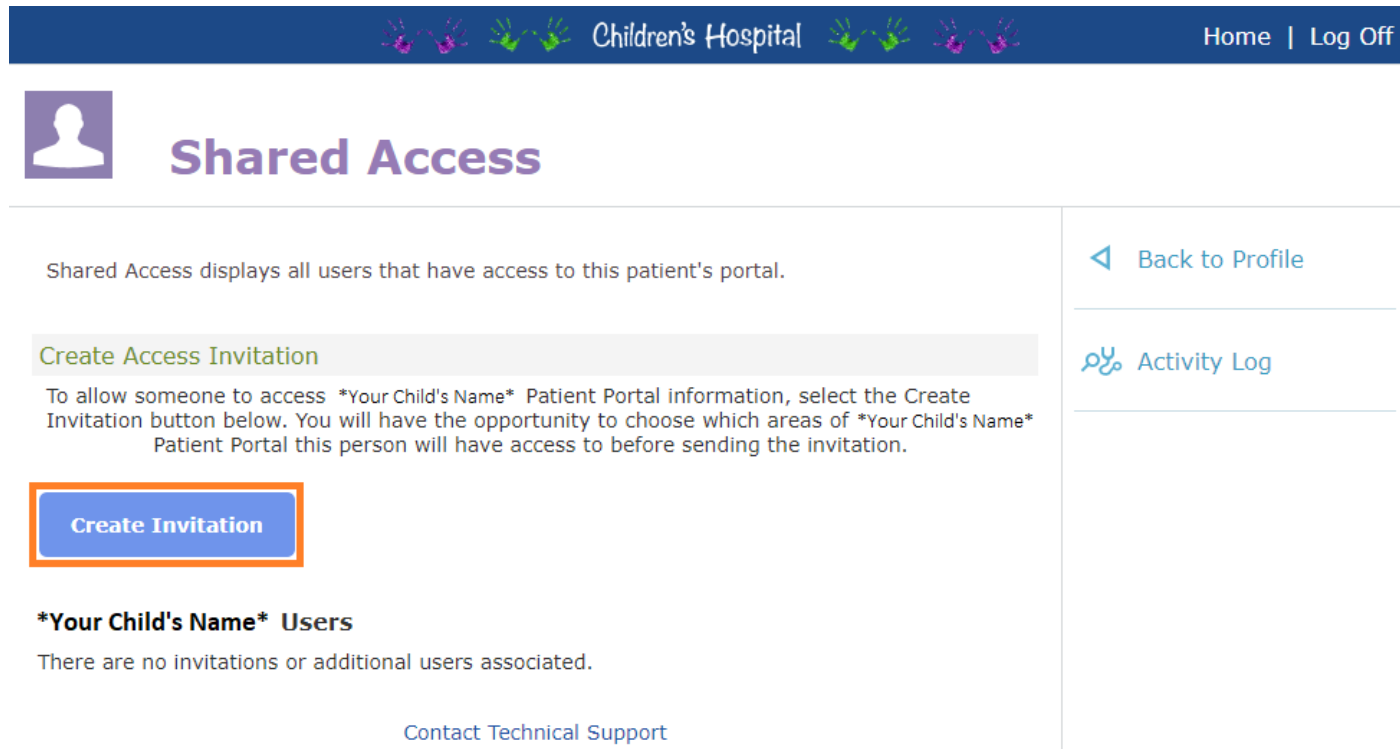
 [Update Profile](#)

 [Shared Access](#)

 [Print](#)

Step #4

- Select the blue “Create Invitation” button.



Children's Hospital Home | Log Off

Shared Access

Shared Access displays all users that have access to this patient's portal.

[Create Access Invitation](#)

To allow someone to access ***Your Child's Name*** Patient Portal information, select the Create Invitation button below. You will have the opportunity to choose which areas of ***Your Child's Name*** Patient Portal this person will have access to before sending the invitation.

[Create Invitation](#)

***Your Child's Name* Users**

There are no invitations or additional users associated.

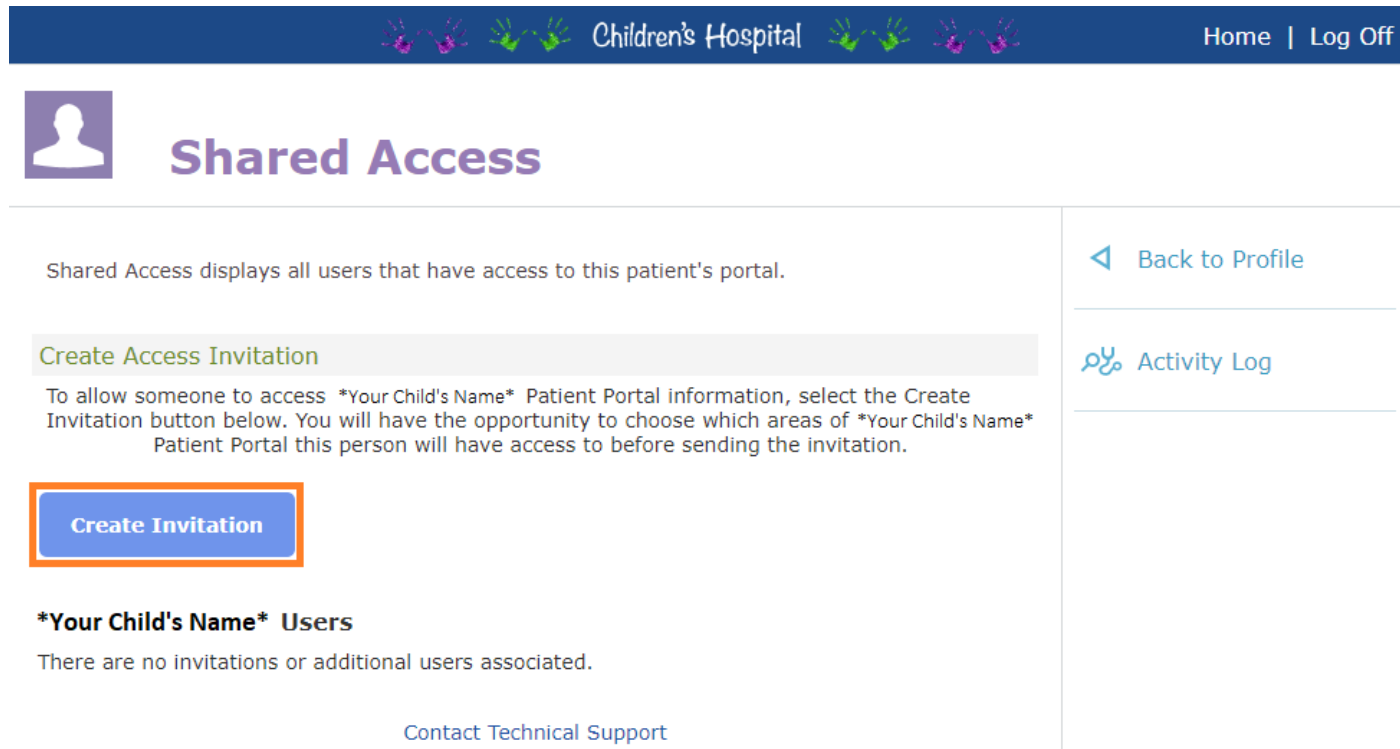
[Contact Technical Support](#)

[Back to Profile](#)

[Activity Log](#)

Step #5

- Select the blue “Create Invitation” button.



Children's Hospital Home | Log Off

Shared Access

Shared Access displays all users that have access to this patient's portal.

[Create Access Invitation](#)

To allow someone to access ***Your Child's Name*** Patient Portal information, select the Create Invitation button below. You will have the opportunity to choose which areas of ***Your Child's Name*** Patient Portal this person will have access to before sending the invitation.

[Create Invitation](#)

***Your Child's Name* Users**

There are no invitations or additional users associated.

[Contact Technical Support](#)


[Back to Profile](#)

[Activity Log](#)

Step #6

- Complete the required fields.
- Select the “Continue” button.

Children's Hospital Log Off

 **Shared Access**

Create an Invitation

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

Step 1: Who would you like to invite?

First Name (required)

Last Name (required)

Email Address (required)

Confirm Email Address (required)

Your Child's Name is this person's... (required)

[Do Not Submit. Return to Shared Access](#)

Step #7

- Check the pages you'd like the person to access.
- Select the "Continue" button.

Children's Hospital Log Off

Shared Access

Create an Invitation

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

◀ Do Not Submit.
Return to Shared Access


Step 2: Select access level


Select which pages you would like to allow this person to access:

<input type="checkbox"/> Billing	<input type="checkbox"/> Clinical Data
<input type="checkbox"/> Billing Details	Allergies, Appointments, Conditions, Health Summary, Health Tracker, Letters, Medical History, Medications, Messages, Questionnaires, Reports, Results, Scanned Documents, and Visit History
<input type="checkbox"/> Download Medical Record	<input type="checkbox"/> Family History
<input type="checkbox"/> Profile	

Step #8

- Type a custom message that will be sent with your invite.
- Select the “Continue” button.

 Children's Hospital Log Off



Shared Access

Create an Invitation

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

Step 3: Add a custom message

Please add a custom message, up to 1,000 characters, to be sent with your invitation:

BackContinue

[Do Not Submit.
Return to Shared Access](#)

Step #9

- Review that all the information you entered in steps #6, #7, and #8 are accurate.
- Select the “Submit” button.

Children's Hospital Log Off

Shared Access

Create an Invitation

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

Step 4: Verification

Please review and verify the information below. If something is incorrect or missing, select Back and correct the information on the appropriate page.

User Information

Email Address *The email address you entered from step 5*

Name *The name you entered from step 6*

Relationship *The relationship you entered from step 6*

Custom Message

The custom message you entered from step 8

Access Level

- ✓ Billing
- ✓ Billing Details
- ✓ Download Medical Record
- ✓ Profile
- ✓ Clinical Data
- ✓ Family History

[Back](#) [Submit](#)

[Do Not Submit. Return to Shared Access](#)

Step #10

- You're done! Your invite has been sent.
- The link to accept the invite will only be active for two days.
- You can view the status of your invite under your purple "Profile" button (see step #2).



Shared Access

You have sent an invitation to *Email address entered in step 6*

Proxy Confirmation

[Return to Shared Access](#)