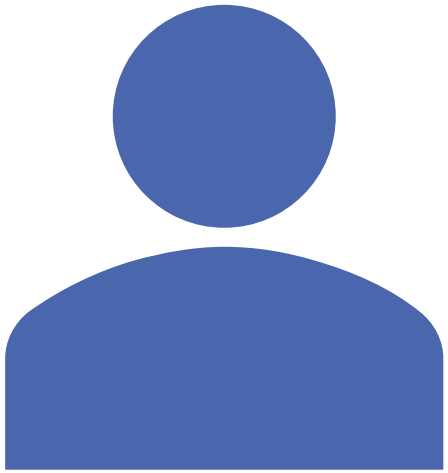
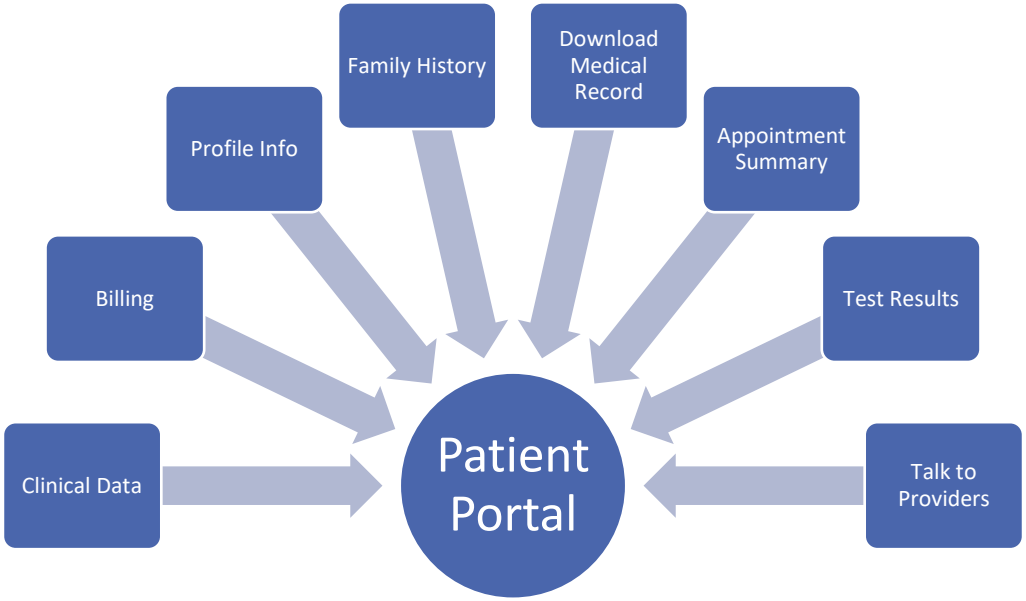


East Tennessee Children's Hospital

Guide to Granting Shared Access in Patient Portal

Patient Portal & Shared Access

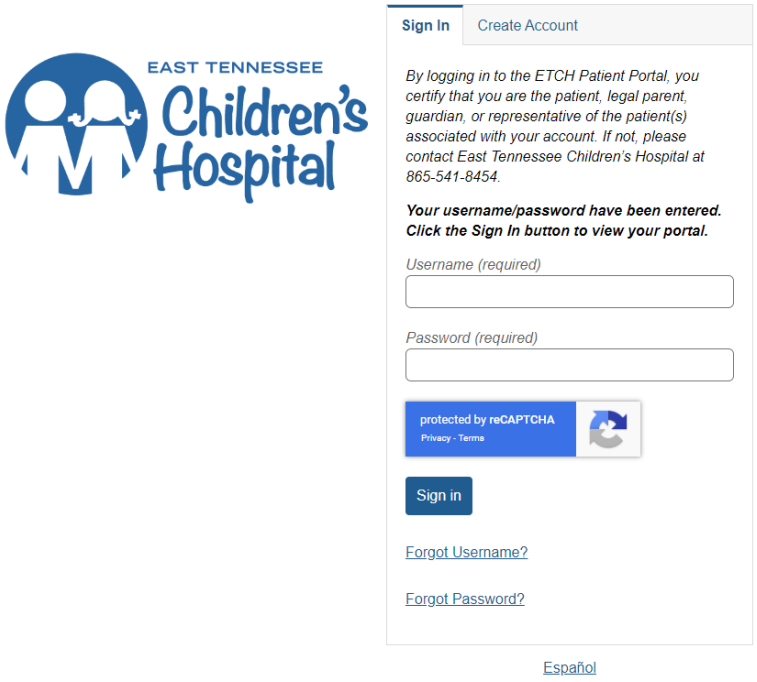
The **Patient Portal** provides easy access to your child's medical records. **Shared Access** allows parents or legal guardians to manage who has access to their child's patient portal and can customize their access level. For example, a grandparent may be given access to the clinical data while a step-parent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

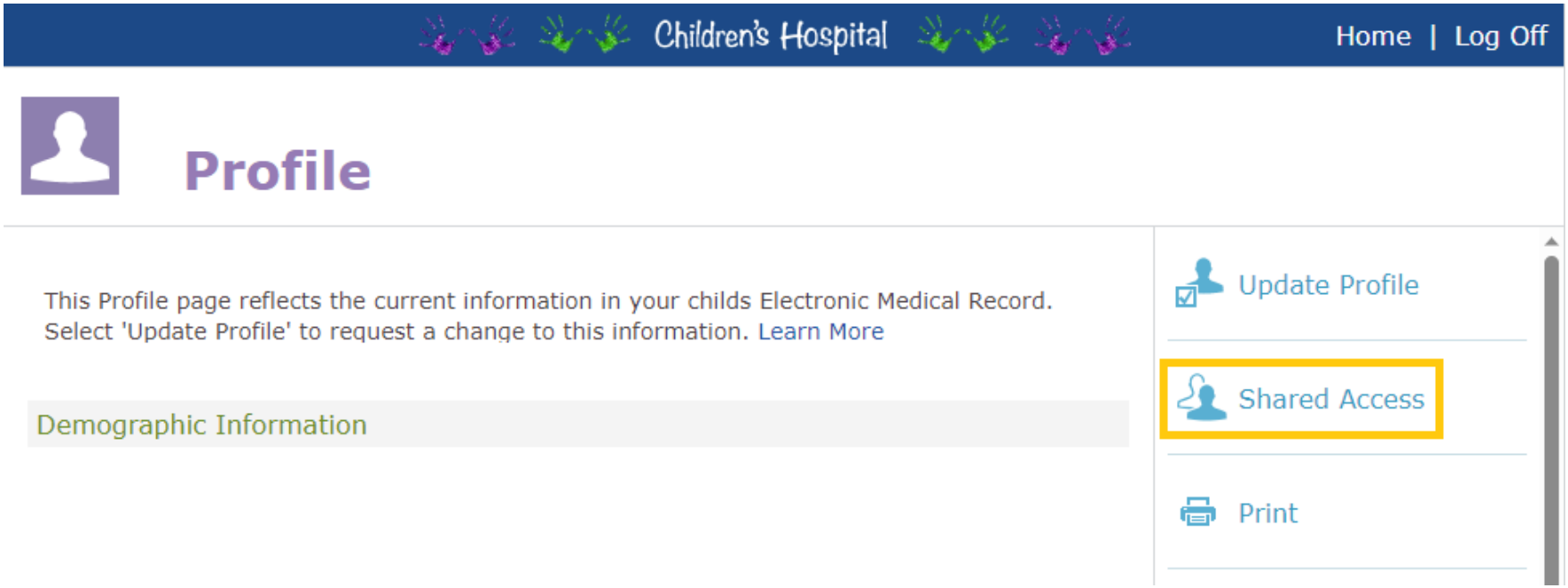


Step #2

- Select the purple “Profile” button.

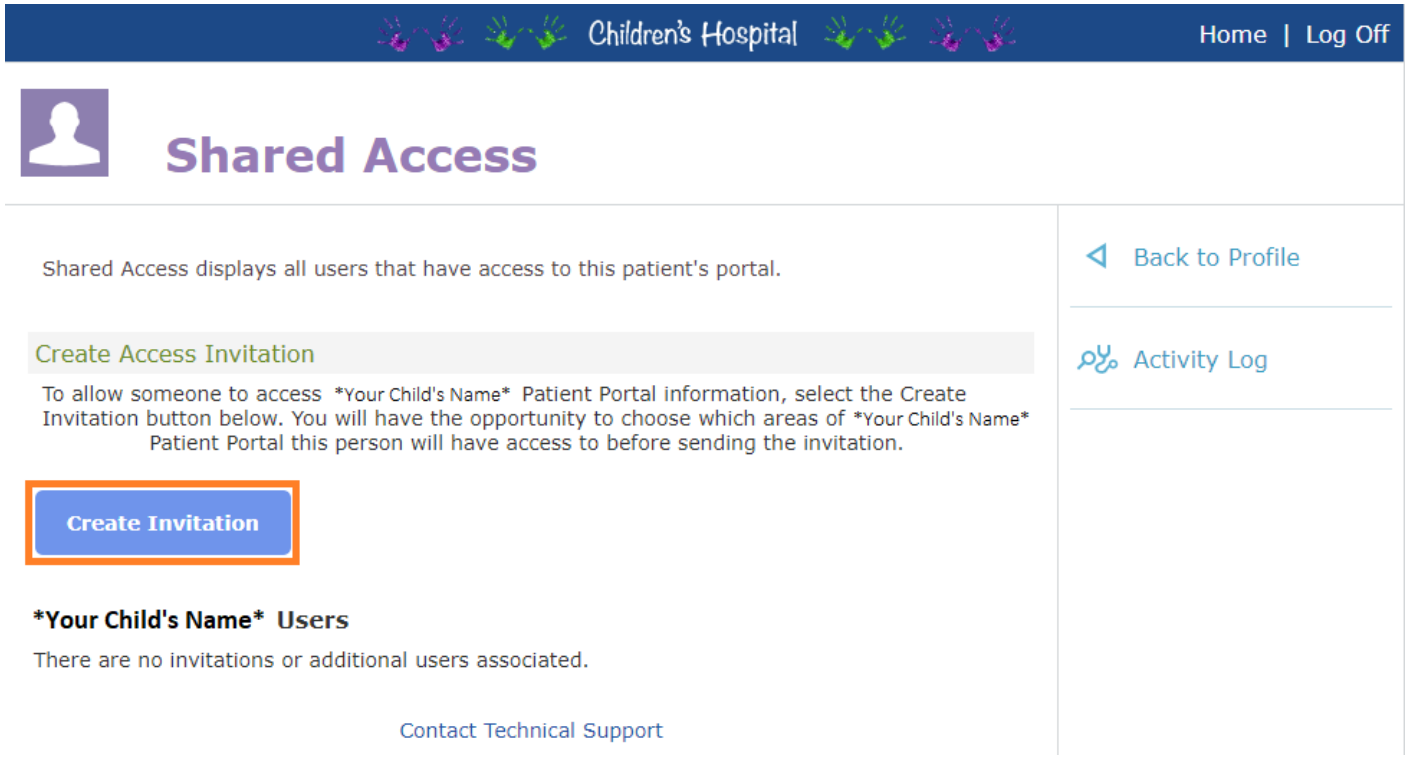
Step #3

- Select “Shared Access” on the right panel.



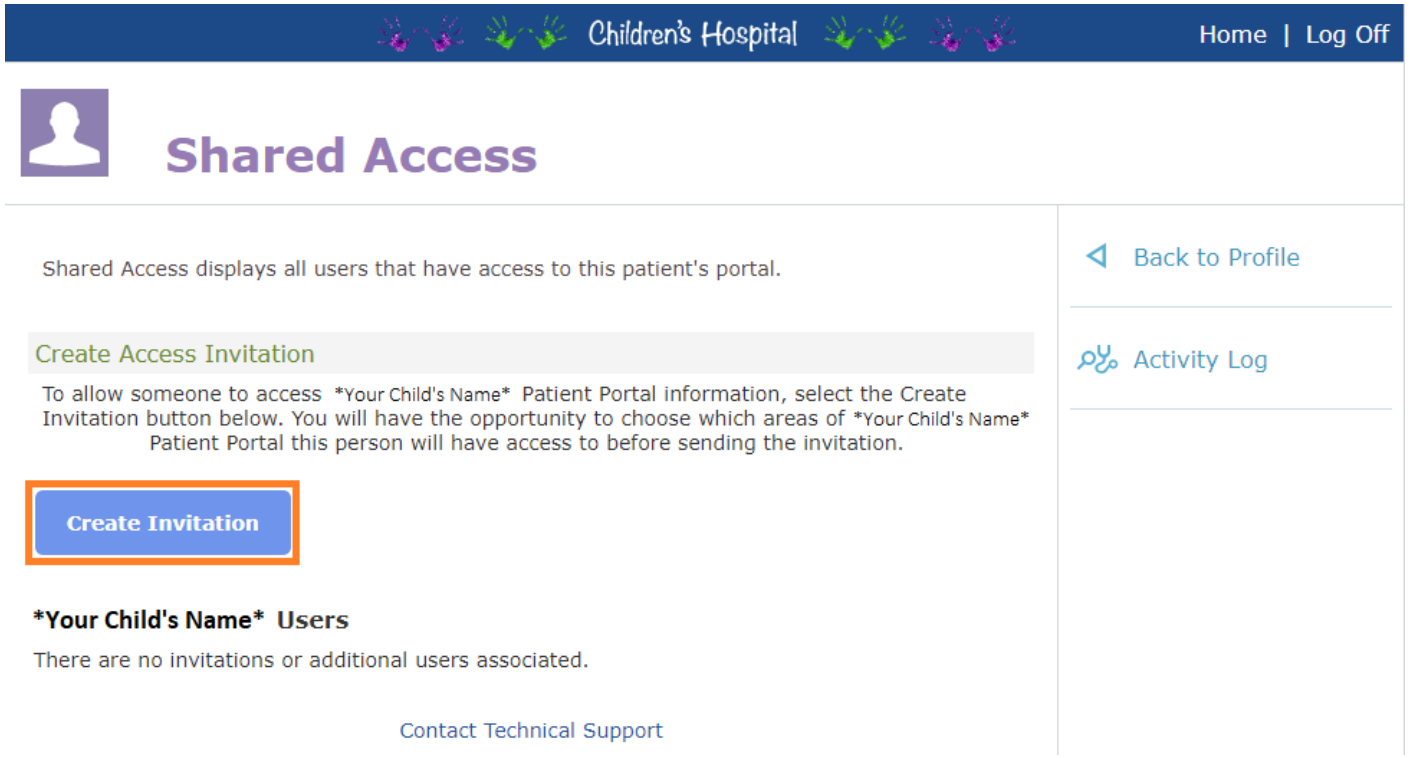
Step #4

- Select the blue “Create Invitation” button.



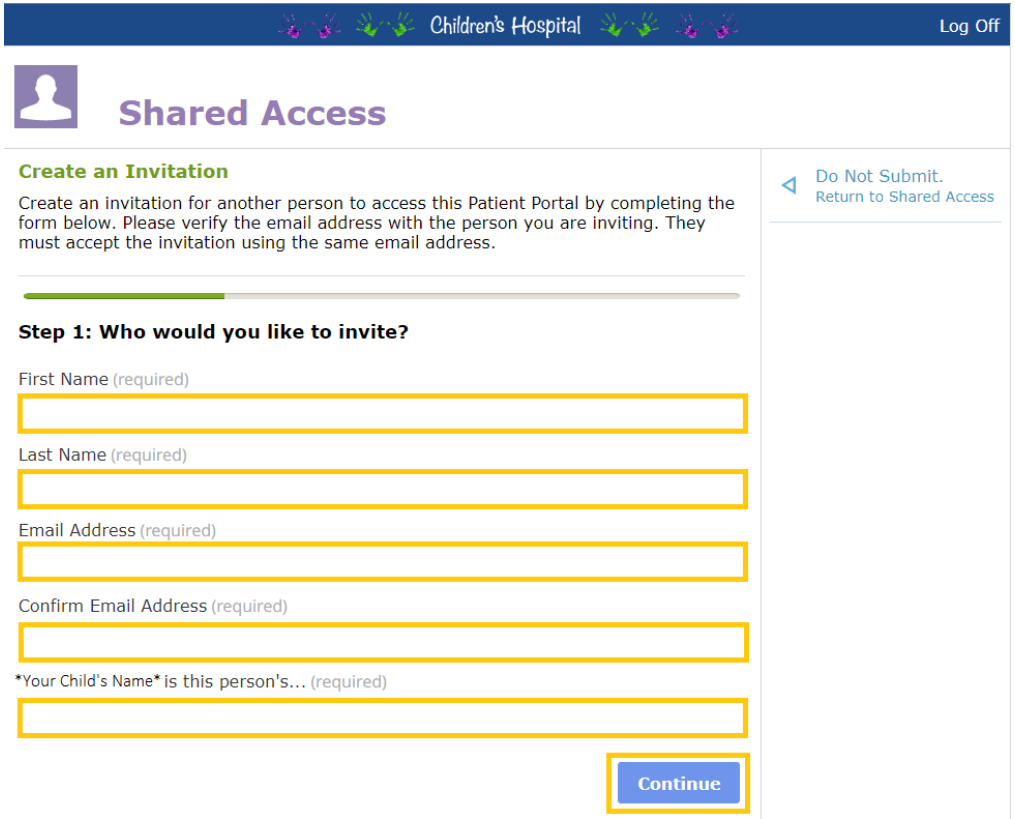
Step #5

- Select the blue “Create Invitation” button.



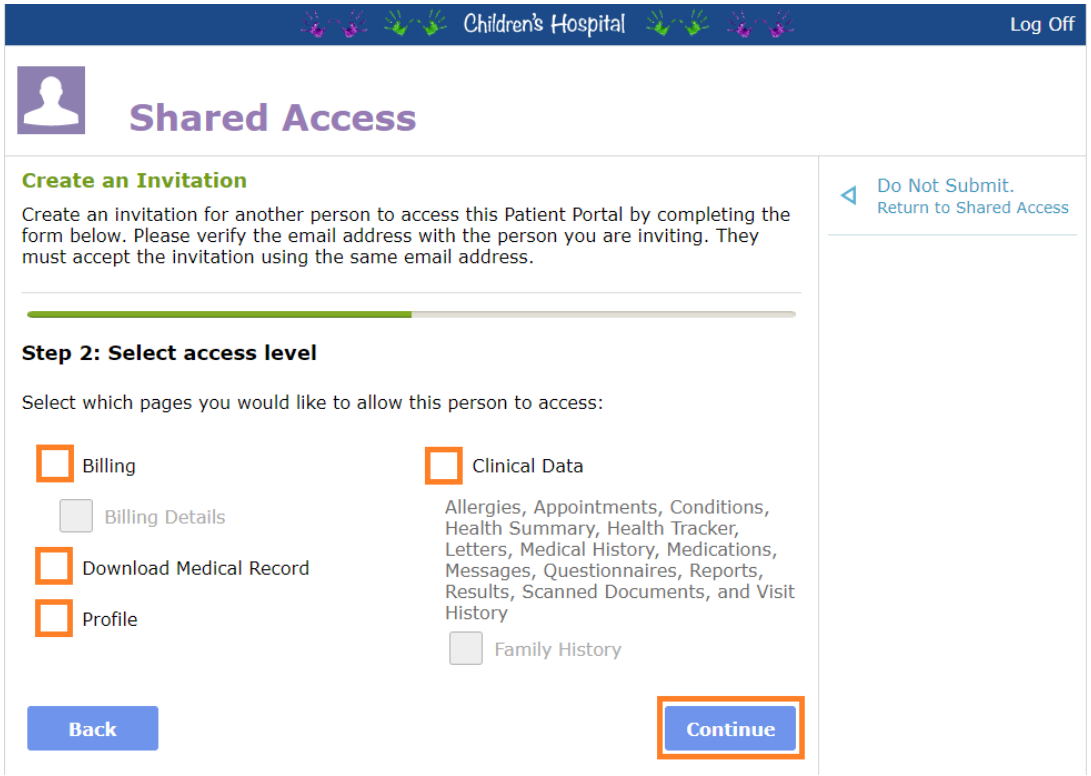
Step #6

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



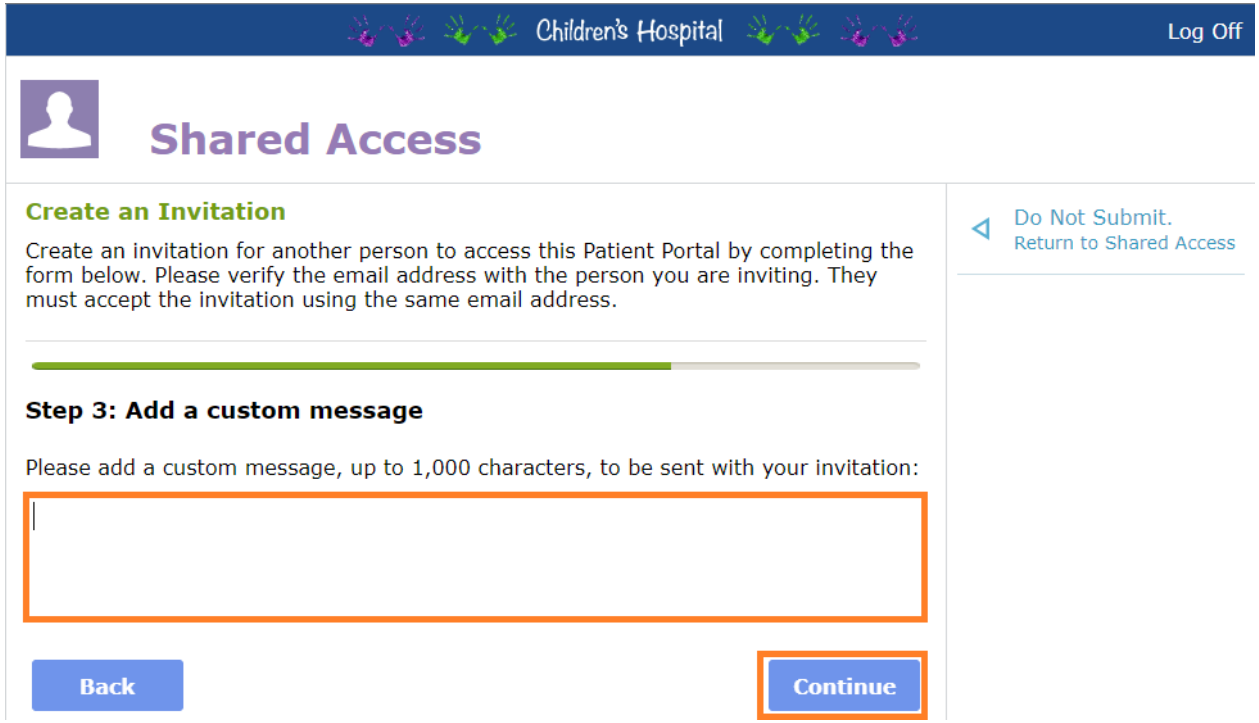
Step #7

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



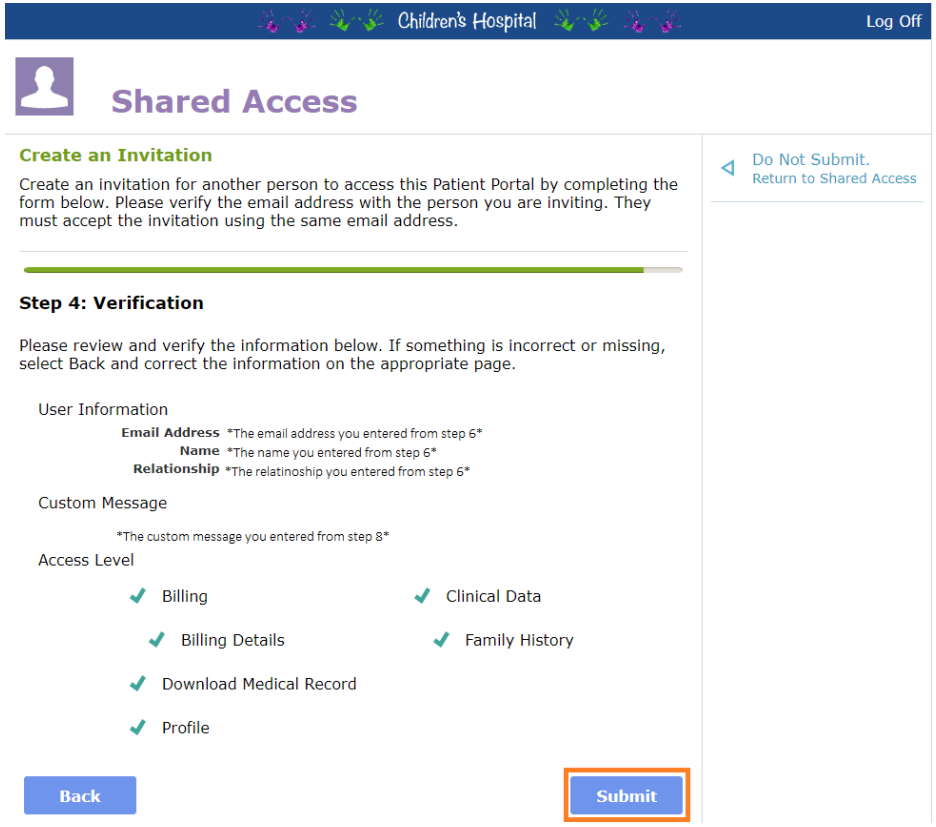
Step #8

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



Step #9

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



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).