

Patient Account



Having 24/7 online access to your health information is a great thing.

[Sign in to your Patient Account \(formerly the MyBanner patient portal\).](#)

Create an account to:

- Access your medical records easily and securely
- See doctor's notes from your office and hospital visits
- Get real time delivery of most lab and radiology reports
- Send a message to your doctors, including attachments
- Schedule appointments for family medicine and internal medicine physicians, OB/GYNs and pediatricians
- Request prescription renewals

Getting started is easy. If you already have an account, you can login here using your email address and password. If you need to sign-up for an account, we've made it simple:

- If you have been seen at a Banner Health location in the past, you can self-enroll using the name, email address and date of birth you used to register for your visit. Note you cannot enroll your children using self-enrollment.
- You can also have an invitation emailed to you when you are at your next appointment or hospital visit. Just let the staff know you would like an invite when you're checking in.
- **How do I manage proxy access?**
 - [Learn more about our Family Profiles](#) and view information on requesting access to a loved one's patient account, granting access to your own Banner Health account, or otherwise managing proxy access.
 - [Family Profiles List](#) (requires login)

Download the Banner Health App. Having this information at your fingertips makes managing your health easier. And, with our app available in the [Apple App](#) or [Google Play](#) stores, you can have all this important information with you at all times.

You can do more with a Banner Health account and mobile app. See what's new!



Family Profiles: Access and Manage a Loved One's Care

Family Profile Management



It's easy for you to request access to manage a loved one's healthcare or grant someone else access to your own Banner Health account. A proxy is authorized to act on a patient's behalf where they have been approved by the patient directly, state law or are a legal guardian/surrogate for children. As proxy, you can access and view the patient's medical records, renew prescriptions, message their provider, schedule appointments, view results, etc.

As we take our patient's privacy and health information seriously, the Banner Health HMS team will review each proxy access request to a patient and assess sufficient cause and documentation to establish the proxy relationship. If you are the patient and you want someone to be your proxy, you can grant them proxy access directly from your Banner Health account. This authorization will remain in effect until you, the patient, cancel the proxy relationship in your Banner Health account or until the access relationship is otherwise terminated.

Who can I request proxy access to?

- Access to a child (ages 0-11)
- Access to a dependent adult's account
- Grant access of your account to another adult

What level of access will I have?

Due to state privacy regulations, the information you can access for minor patients will depend on their age. Here's what you can expect:

Children ages 11 and younger

You will have full access once Banner staff reviews your request to verify that the request is from a parent or legal guardian and validate it against the patient's medical record. Upon approval, authorization will remain in effect until the child's 12th birthday. Account access will be revoked automatically on the child's 12th birthday.

Adolescents ages 12 to 17

Based on State and Federal law, an adolescent, ages 12-17, may consent to certain treatments and have more rights to privacy without parental consent. As Banner Health is not able to separate those records through the portal, we do not yet provide proxy access to Banner Health accounts for adolescent patients. Arizona follows the Children's Online Privacy Protection Act of 1998, Title 15 USC 6501-6505.

You may still request select medical records of your adolescent by [requesting them online](#) or by visiting a Banner hospital or clinic. When providing paper records, per State and Federal law we limit access to records of treatment that may not be provided without the adolescent's consent.

Dependent adults (adult incapable of making their own medical decisions or are diminished capacity)

Once Banner staff reviews your request, validates it against the patient's medical record and any legal documentation such as a medical power of attorney or an advance directive and is approved, the requestor will have full access.

How to request or grant proxy access to a loved one

You are required to set up a [Banner Health patient account](#) in order to submit a request access to manage a loved one's healthcare or grant someone else access to your own. This Banner Health patient account will be where you will view and manage your family's health care.

Request access to child or dependent adult's Banner Health account

While your family member may already be on your insurance plan, you will still need to request access to view and manage their health information.

Once you log in to your Banner Health account, you will navigate to your Family Profiles page where you will be able to complete the request form. You will be asked to provide some details about the patient and then submit your request for Banner staff review. If the access request matches a patient's record we have on file, the request will be delivered to and reviewed by Banner Health staff. You will receive a notification with a response by Banner Health in 1-3 business days with an approval or denial for access (i.e., email) and next steps, if applicable.

If your request is accepted, you will have the opportunity to log in to your Banner Health account and navigate to your Family Profiles page, where you will see your loved one's account added to your list. You will have the ability to select their profile to access their medical records and services. The authorization will remain in effect until you remove your access to their health record or access is, otherwise, terminated by the patient.

Request access to a capable adult's Banner Health account

If you want proxy access to another adult who is capable of making their own medical decisions, they will need to grant proxy access to you through their Banner Health account.

Grant another adult access to your Banner Health account

You may grant someone else access to your Banner Health account which allows your loved one to interact on your behalf including making appointments and messaging your doctors.

If you would like to give a spouse or loved one proxy access to your portal account, you must log in to your Banner Health account and navigate to your Family Profiles page where you will be able to complete the grant access form. You will be asked to provide a few details about the adult to whom you want to grant proxy access. The secure grant access invite will be delivered to the person indicated in the form, where they will be able to accept or reject the invitation. This person will need a Banner Health account to access your account. If your spouse or loved one does not have a Banner Health account, they will be asked to create one.

If your grant request has been accepted by the other party, you will be able to log in to your Banner Health account and navigate to your Family Profiles, where you will see who has access to your account. The authorization will remain in effect until you cancel the proxy relationship or the proxy relationship is, otherwise, terminated by the patient. Note: granting access of one's own account to someone else does not mean you have access to their medical record. To receive equivalent access, they must grant access to you.

How to respond to a grant access request to someone else's Banner Health account

If you have received a secure invite to access someone else's Banner Health medical records, you will need to have a Banner Health account or create a Banner Health account to log in, answer security questions to verify that you know the patient and accept or reject the invite. If you accept the access, you will be able to select their profile to access their medical records and services from your Family Profiles page. If you want to terminate your proxy access, you are able to do so at any time by selecting the 3-dot menu located to the right of the person's name in your Family Profiles list where you will find the option to revoke your access.

Remove Proxy Access

Once proxy access has been approved, that access can be severed or terminated by either the proxy, adult patient, or by Banner staff under a court order at any time.

Re-request Access

- If a request for access was previously "Denied" or "Revoked", the requestor can submit a new request for access to a patient if:
- Medical condition of the patient has changed to diminished capacity
 - There was an error made or incorrect information was provided in the original request
 - You have additional supporting legal documentation (legal guardianship, medical power of attorney docs, etc.) that was not provided in the original request

Submit a new request by clicking the "Add member" button on the Family Profiles page and completing the form. Once submitted your new request will be reviewed by Banner HIMS or the adult patient themselves, but please note that this does not guarantee you will be granted access.

Statuses

Pending: Request has been sent to the patient for approval or the Banner Health HIMS team for review.

Approved: Access request was approved by Banner Health after reviewing sufficient documentation and authorization linked to the patient record. Once access is approved, the patient name will appear in the Family Profiles "Manage your family's healthcare" under "active profiles" list and the "Pending" tag will no longer be present. Here you will be able to access the patient medical records. If you've granted access of your own account to someone else and they accepted, their name will appear under the tab "Let your family help manage your healthcare" on the Family Profiles page.

Denied: Proxy request has been denied and the requestor will not have proxy access because any of the reasons below.

- The recipient of the granted access rejects the patient's invite for the recipient to be their proxy
- There was insufficient documentation to support a proxy relationship being established for a child or incapacitated patient
- Banner was unable to locate a patient record based on the criteria provided by the person submitting the proxy access request. If you are confident the patient has a Banner Health record, it is recommended to verify the information provided in the request for proxy access is the information that would be on the patient file. Things to consider are if the patient has a different email, phone number or

zip code that might be associated with their patient file. As the requestor, the more identity criteria you supply in the request, the more criteria Banner can use to locate the patient file.

Revoked: Proxy that was previously granted access has access removed due to any of the reasons below.

- When a child turns 12 years of age. See Adolescents ages 12 to 17
- An adult patient terminates the proxy access to their own Banner Health account
- HIMS terminates the proxy access under special circumstances

We're here to help if you have any questions

Please call us at [\(480\) 684-6000](tel:(480)684-6000) or toll-free at [\(855\) 355-6500](tel:(855)355-6500). Support is available Monday to Friday from 8 a.m. to 4:30 p.m. MDT.

Banner Health App

You can do more with a Banner Health account and mobile app. See what's new and [learn more about our app!](#)