

Frequently Asked Questions for Parents

How will limited portal access for parents be set up? The month that your child turns 13, VMG will change portal access for parents to “Billing only” automatically. You will be notified prior to this change by portal.

How does my Teen set up portal access for themselves? The month that your child turns 13, they will receive a letter in the mail explaining the process to sign up for their Patient Portal access. The letter will include the contact information of our Portal Support staff member, who can be reached by email: PortalSupport@vmgma.com or by phone: 413-772-3345.

How can I get important information about my teen’s medical care that is not protected by the Mature Minor rules? We hope to make getting authorized information as easy as possible. You have several options to request information such as lab results, imaging results, vaccination records, Patient Care Summaries, or Certificates of Health. You may send a portal message with your request using the “Billing only” option or you may call your child’s health center and speak with a receptionist. Requests for release of an entire medical record will be handled by our Health Information Department and require a medical record request form (you may download it from the link provided in the Mature Minors Information for Parents area on the VMG website: www.vmgma.com). The completed form can be emailed to: healthinfo@vmgma.com.

How will I receive the requested medical records of my teen? Clinical Staff or Health Information Staff will share requested information via email, mail or fax at your preference.

What if my child is a new patient and has already turned 13? New pediatric patients between the ages of 13-17 will be registered using this process with parents receiving limited portal access and their teen receiving their own secure portal access. Your teen may get registered for portal access when they are checked in by Reception or may request access by contacting: PortalSupport@vmgma.com .

What if my teen is disabled or has a medical condition that limits their ability to manage their own portal access? Parents of affected teens may ask for an exemption. The request for an exemption should include the medical condition or reason for the request and can be emailed to: PortalSupport@vmgma.com. Your child’s Primary Care Provider will review the request and determine if the exemption is appropriate. If an exemption is granted, VMG will notify you and full portal access will be reinstated. An exception to the Mature Minor rules will be noted in your child’s chart.