**Process for Pediatric MyChart Activation**

Please have patients/parents call the MyChart Support Desk at 314.273.1966 or 866.273.1966.

- The caller will need to ask for assistance with pediatric MyChart access and the Support Desk will transfer them to Children’s Direct. After hours there will be a phone prompt for them to be transferred.  
  Note: please **do not** have families call Children’s Direct directly for this service

- For 12-17 year old patients, the adolescent will need to be present and will need to personally speak with the Children’s Direct operator. They will need to provide a personal email that they can access and an activation code will be sent to them. That will allow them to create their own MyChart account immediately. No physician signature will be required.  
  Note: We will not be addressing adolescent proxy through this process. That will still require a physician signature.

- For 0-11 year old patients, if the parent has been seen at BJC/WUSM before, we will be able to create a MyChart account for the parent and walk them through the request process for proxy access to the child’s chart. That access will be granted in real time.  
  Note: If the parent has not been seen in our system, they cannot get access to their child’s account at this time. We are working on a process to address that and will have more information as soon as it’s available.