

# FAQ: MyPatients at Boston Children's

## About MyPatients at Boston Children's

MyPatients is a web-based, easy-to-use and secure way for referring and primary care clinicians to access information about their patients' care at Boston Children's Hospital.

With MyPatients, you have access to an electronic view of portions of your patients' medical records, including inpatient admissions and discharges, specialty visits, notes, medications and lab results.

MyPatients is available to referring and primary care providers (MD, DO, NP, or PA), as well as Boston Children's Hospital physicians who practice in a location without EMR access. Eligible providers can also sponsor accounts for clinical and administrative practice staff.

Use this FAQ for information on registration, record access, privacy and more.

If you use your Children's ID to log in to MyPatients, please review the blue boxes in this document.

## Creating a MyPatients Account

### **How do I register for a MyPatients account?**

To register for a MyPatients account, go to <https://mypatients.childrenshospital.org/register> and complete the online registration form.

You will be asked to send the following documents to MyPatients Provisioning (Fax # 617-730-4844) from your practice fax machine:

- Signed [Certification & Agreement](#), printed on your practice letterhead
- Copy of your U.S. Driver's License or Passport
- [Sponsorship Agreement](#), printed on your practice letterhead (if requesting Sponsorship Privileges)

### **I've registered. How do I get started?**

When your request for a MyPatients account has been approved, you will receive an email with instructions for

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choosing your password and secure questions. Once you have completed your account setup, go to <https://mypatients.childrenshospital.org> to log in.

## Using MyPatients

### **What do I need to access MyPatients?**

- an email address that you check regularly
- Internet Explorer 7.0+ (PC), Firefox 3.5+ (PC or Mac) or Safari 4.0+ (PC or Mac)

### **How do I get started?**

You can log in to MyPatients at:

<https://mypatients.childrenshospital.org>

There are also helpful tutorials for you to watch at:

<https://mypatients.childrenshospital.org/provider-portal-patient-viewer/help.seam>

### **I forgot my password. What should I do?**

Go to the MyPatients login page at:

<https://mypatients.childrenshospital.org>. Click **Reset a forgotten or expired password** and enter your email address. You will receive an email with a single-use pass code and instructions for changing your password.

### **If you use your Children's ID to log in to MyPatients:**

To reset your password, use the password reset tool at <https://accessmanager.chboston.org/>

### **How do I change my secure questions/answers?**

1. Log in to MyPatients.
2. In the top right corner, click **Edit Account**.
3. At the bottom of the page, click **Reset My Security Questions/Answers**. You will receive an email with a single-use pass code and instructions for changing your secure questions.

### **My single-use pass code has expired. How do I get another one?**

If your single-use pass code has expired, repeat the instructions for resetting your password or security

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questions/answers (above). You will receive an email with a new pass code and instructions.

If you are having trouble with resetting your password or security questions, please email:

[mypatients@childrens.harvard.edu](mailto:mypatients@childrens.harvard.edu)

## Health Records

**Which patients' records will I have access to? What should I do if I do not have access to the record of one of my patients?**

### **Primary Care Provider and Practice Staff:**

You will be able to view a patient's record if you or any provider in your practice is listed as the patient's primary care provider in the Boston Children's Hospital record.

If you receive the 'not authorized' message for one of your patients, please click "**Request PCP access.**" This will send an email to the MyPatients Support Team with your request and contact information.

### **Specialty Care Providers and Practice Staff:**

You will be able to view a patient's record if you have been authorized by the patient or guardian through the MyChildren's Patient Portal.

If you receive the 'not authorized' message for one of your patients, please click "**Request Non-PCP access.**" This will send an email to the patient or guardian notifying them about your request for access.

You will receive a notification to your registered email when you are granted access to a patient's account.

**Can I update the information in my patients' medical record at Children's?**

No, you cannot update or delete existing data in our system.

## About Specialist/Non-PCP Access

Prior to the newest release of MyPatients, providers could only view a patient's record if they or another provider in their practice was listed as the Primary Care Provider (PCP).

Specialists and other referring providers now also have access to MyPatients and can individually request access to patients' records.

**I am trying to request access to a patient's record in the portal, but the system says they do not have a MyChildren's account.**

A patient needs to have a MyChildren's account to authorize providers to view their records. If your patient does not have a MyChildren's account, you will receive a notification when you search for the patient's record. You will also find printable instructions to give to the patient/guardian about signing up for MyChildren's.

Once the patient registers for MyChildren's, the patient or guardian can invite you to view the patient's record.

**I do not have a MyPatients account, but received an email/printed invitation from a patient inviting me to their record in the portal.**

Before you can view this record, you must register for a MyPatients account. For registration instructions, see "Creating a MyPatients Account" section above.

Once you have completed account setup, go to <https://mypatients.childrenshospital.org> to log in. In the top, right hand corner of the page, click on "**Validate a Token**". Enter the token in the email/ printed invitation, as well as the MRN it corresponds to. Then, click submit.

If token validation is successful, you will be able to access the record when you search the patient on the MyPatients Homepage.

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**The system says my token is invalid or expired. Is there another way to request access?**

Tokens are unique to a specific MRN, and expire 6 months after being issued.

If the token is no longer working, you can request access to the patient's record by searching for the patient in the patient selection page. (See Health Records Section)

**How do I know which patients have approved my Access?**

You will receive an email whenever you are invited or approved to view a patient's record in the portal.

To more easily track patients whose records you frequently visit, you can add this patient to your **Saved Patient List**.

## **About Sponsored Access**

**What is Sponsored Access?**

Sponsored Access enables providers with registered MyPatients accounts to sponsor access for their clinical and administrative practice staff, including registered nurses, referral coordinators and office managers. Sponsored Users have access to the same patient records as their sponsoring provider.

Approved Sponsors can create unlimited Sponsored User accounts. For more information about Sponsored Access, please see the Sponsored Access FAQ.

## **Contact Information**

**Who can I contact if I need help using MyPatients?**

To contact the MyPatients support team, email [mypatients@childrens.harvard.edu](mailto:mypatients@childrens.harvard.edu). Be sure to include your name and a description of the problem.

## **About Privacy/Security**

**How secure is MyPatients?**

MyPatients uses industry standard security, encryption, and database technology. Access to your MyPatients account is protected through the use of user controlled account credentials. You help keep MyPatients secure.

**What is your Privacy Policy?**

For a detailed explanation of our policies and procedures, see

<https://mypatients.childrenshospital.org/provider-portal-patient-viewer/help/policy.pdf>

**Who can I contact with a patient care question?**

For each patient encounter, contact information is listed for patient care providers including attending physicians, specialists and/or other appropriate personnel. Please note that communication should be sent through a secure channel if protected health information (PHI) is included.

## **Learning more**

To learn more about MyPatients, visit:

<http://www.childrenshospital.org/clinician-resources/mypatients-provider-portal>

Online tutorials are also available:

<https://mypatients.childrenshospital.org/provider-portal-patient-viewer/help.seam>