

# Frequently Asked Questions about the Patient Portal

## **Q: What is a Patient Portal?**

A: A Patient Portal is a secure online website that gives convenient 24-hour access to personal health information and medical records from anywhere with a secure internet connection.

## **Q: Where does my health information in the Portal come from?**

A: All of the information in the Portal comes from Franciscan Children's Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

## **Q: How do I get my initial access info?**

A: You must enroll in the portal when you are in the hospital. Please ask about enrollment and a hospital representative will assist you. On enrolled, an email will be sent to the address you designated upon signing up for the patient Portal. This link will require you to open and then enter your user name & password. The first time you log on, it will require you to read and accept the terms and conditions.

## **Q: How do I log into the Portal?**

A: To log into the Portal, visit the Patient Portal link on Franciscan Children's' website. Then, simply enter your user name and password.

## **Q: What is the URL for the portal website?**

A: [www.FranciscanChildrens.org/patientportal](http://www.FranciscanChildrens.org/patientportal) You may want to save the link as a Favorite in your internet browser favorites to get to it more easily in the future.

## **Q: Who do I contact if I cannot remember my user name & password?**

A: Franciscan Children's Patient Portal Team is available by phone and email Monday through Friday from 9am until 5pm. Our phone number is 617-779-1248. Messages are typically returned on the same or next business day, but it may take up to 3 business days during high volume times. Please leave a message, so your question will be answered as it is received. If you provide the best phone number and time of day to reach you, we will be happy to accommodate your request if possible.

## **Q: Can I sign up another child for the portal?**

A: Yes, all children treated at Franciscan Children's may have a Portal. Once the portal is open, you may easily switch between each child's portal.

## **Q: Is my information safe?**

A: Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can

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access your Portal. Also, a time out feature protects your information if you leave the Portal page open.

## **Q: Why aren't my lab results showing up yet?**

A: Labs ordered by a Franciscan Children's' physician will appear in the portal 48 hours after it is viewed and verified by the provider. Please note that lab results sometimes take a few days to get to the provider. Only results ordered by Franciscan Children's providers will appear in the portal.

## **Q: This isn't my entire record. What exactly shows up in the portal?**

A: What comes into the portal is not your entire record, but a snapshot of some of your most important information. The list of what appears in the portal is as follows: Upcoming Appointments; Medications; Allergies; Conditions; Lab results. Please note lab results are not released until 2 days after being verified and Radiology Reports are not released until 2 days after being verified.

## **Q: How do I get copies of my medical records that aren't included on the portal?**

A: You will need to fill out a Medical Records Release of Information (ROI) form. These forms can be found on our website under "Online Services" or by visiting [www.FranciscanChildrens.org/resources/medical-records](http://www.FranciscanChildrens.org/resources/medical-records)

If you have any questions about this process, you can contact our Medical Records Department at 617-254-3800 ext 1970.

## **Q: Some of my health information is missing or incorrect. What do I do?**

A: Please call your doctor directly if this occurs. The Patient Portal team cannot change the information in your account; it comes over automatically based on what is in your electronic health record at Franciscan Children's. Once it is corrected in your chart, you will see the change in your portal account.

## **Q: What if I ever have technical problems with the Portal?**

A: There is a Contact Us section on the Home Page of the Portal that allows you to submit any questions you have regarding the Portal.

## **Q: What if I have a question about the billing statement?**

A: There is a Contact Us section on the Billing Page of the Portal that allows you to submit any questions you have regarding the Portal.

## **Q: How quickly can I expect a response from any request I submit via the portal?**

A: Just like receiving a call back from your doctor's office, it depends on the priority of your request and the volume of other requests being handled. You should receive a response within 3 business days. Never use the portal in case of emergency! Any urgent or time-sensitive matters should be called into your physician immediately.