

# Enrollment is Easy

Visit our website:  
[FranciscanChildrens.org/portal](http://FranciscanChildrens.org/portal)



Access your e-mail for your one-time user name, password, and link to the Portal



Click on the link to access the Portal



Enter your one-time user name, password, and security question and click Log On



Enter your new user name and password



Explore the Portal!

# Franciscan Children's

## Contact Us:

617-254-3800

30 Warren Street  
Brighton, MA 02135



[FranciscanChildrens.org](http://FranciscanChildrens.org)



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# Patient Portal

*Stay Informed  
Stay in Touch  
Stay in Good Health*



Franciscan  
Children's

*So every kid can.*

## How the Portal Works for You



### Available at Your Convenience

We understand your time is valuable. The Portal makes time-consuming tasks simple... a few clicks, and you're done.

- Access health information online, versus over the phone or in person
- Request appointments
- Pre-register for scheduled appointments
- Request prescription renewals
- Review your bills online

### You Choose the When and Where

Access to the Portal is on your schedule, whether at home, on vacation, or at another medical office.

- Use the Portal from anywhere using a browser
- Access from your smartphone or tablet
- Manage information 24X7, without waiting

### Keep the Most Important People in the Loop

You can connect with your providers and keep your family informed at the same time.

- Exchange messages with your provider between visits
- Give authorized family members access to your health information

## All of Your Information, in One Place

The Patient Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.



### Health Information

Lab Results  
Visit History  
Discharge Instructions  
Health Summary

### Allergies and Medications

Allergies and Conditions  
Immunizations  
Medications

### Appointments

Appointment Requests  
Upcoming Visits

### Billing

Outstanding Balances  
Historical Charges and Statements

## FAQs: You Have Questions, We Have Answers



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

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

### How do I log into the Portal?

To log into the Portal, visit the Patient Portal link on Franciscan website. Then, simply enter your user name and password (see enrollment information on the reverse side of this page).

### Can my family access my Portal?

Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done when you are at the facility and requires consent from you and your family member(s).

### Is my information safe?

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

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

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.