FAQ: 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 the Franciscan Children’s website. Then, simply enter your username and password (see enrollment information on the reverse side of this page).

IS MY INFORMATION SAFE?
Yes. Portal passwords are encrypted and URLs are rewritten so that they cannot be copied and pasted. You are the only ones who can access your Portal. Also, a timeout 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 homepage of the Portal that allows you to submit any questions you have regarding the Portal.

STILL NEED ASSISTANCE?
Contact us at 617-779-1248.