

Frequently Asked Questions about the Patient Portal

Q: What is a Patient Portal?

A: A Patient Portal is a secure online website that gives patients 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. Once 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 www.FranciscanChildrens.org/patientportal. Then, simply enter your user name and password.

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 9 AM until 5 PM. 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: Why is Franciscan Children's making changes to the Patient Portal?

A: Under new federal rules, hospitals are expanding access to Patient Portals to allow patients to see clinical notes and medical test results once they are completed. Subject to case-by-case restrictions, every patient or such patient's personal representative (e.g., parent of a minor) will have access to medical records via the patient portal.

Q: Is sharing notes with patients beneficial?

A: Sharing notes with patients may yield important health benefits, including increased patient empowerment and improved medication adherence. Seeing written information,

including notes, can help patients remember the plan of care, reinforces positive behaviors, and strengthens the patient–clinician alliance.

Q: Who can access Patient Portal records?

A: Only the patient, or the patient’s personal representative, and the members of the patient’s clinical team have access. A patient can give access to a family member or caregiver to be able to see his or her records. This is called proxy access.

For patients age 12 and under, the legal guardians (e.g., parents) will have full portal access with no separate patient access. Access to patient portals may be limited on a case-by-case basis when required by law or when determined appropriate by the clinician.

For patients age 13-17, the patient will have portal access. Massachusetts laws give adolescents increased privacy protections. Franciscan Children’s will separately register adolescent patients into their portals. Adolescent patients may grant a family member proxy access to their patient portal. All patients retain the right to request that information not be shared through the patient portal.

Q: What information will be available through Patient Portal?

- Clinical notes
- Medication Information
- LAB results
- Radiology reports
- Ancillary Reports

Q: What are the benefits of reading my notes?

A: Patients who read their notes report that they:

- Have a better understanding of their health and medical conditions
- Can better recall and follow their care plan
- Feel more in control of their health
- Take better care of themselves
- Do a better job taking their medications as prescribed
- Can identify mistakes in the record
- Feel comfortable sharing notes with care partners and others involved in their care (for example, family members)
- Can communicate more clearly, helping to strengthen the partnership between themselves and their health care team.

Q: Why does my clinician write notes?

A: Doctors, nurses, social workers, pharmacists and others write notes to document your health concerns and your plan of care. These notes help members of your care team understand your history, track your progress, and make decisions about next steps in your care.

Q: I don't understand what was written in my note/test results. What do I do now?

A: If you have questions about what you see in your note/test results, speak to a member of your care team.

Q: Who should I contact if I see something wrong in my chart?

- If it's a serious issue, like a mistake that could affect your care immediately, contact your care team member who wrote the note and tell them about your concern. You can also request a Medical Record Amendment through our office of Medical Records: medicalrecords@franciscanchildrens.org
 - A Medical Record Amendment is: A change, edit or update of medical record information requested by the patient when they feel the information documented is incorrect.
- If information in your medical record is out of date, such as:
 - A medication you are no longer on or
 - A condition you no longer have or has been resolvedThen contact the office of your primary care physician or the provider who documented this information in your portal to reconcile the information.
- For all other changes, edits, or updates of your medical record information, please fill out a Medical Record Amendment Request.

Q: I had a visit with my provider. Where is my note?

- The note may not be ready. After the note is written and approved electronically, it will become available.
- The note may have been written before FC started sharing notes. If that is the case, clinical notes written prior to April 2021 can be requested through Medical Records.
- The care provider(s) may have chosen not to share this particular note. To learn more about why your provider may not have shared this note, talk with the doctor or nurse on your care team.
- If you have questions, please contact your care team.

Q: How do I get a copy of my record?

A: Through the Portal, patients have access to their clinical notes, test results, medication and more. Medical records can also be requested by submitting request and authorization to the Franciscan Children's Medical Records Department.