

MyPatients @ Boston Children's FAQ for Atrius users

About MyPatients @ Boston Children's

What is MyPatients?

MyPatients is a Web-based, easy-to-use and secure way to access your patients' information—at your convenience.

How can I use MyPatients?

You can access clinical patient data such as inpatient admissions and discharges, specialty visits, notes medications, lab results and more.

Is the information I view for the patient the same as their Boston Children's medical record?

No, the information provided to you in the Portal is an electronic copy of portions of your patients' medical record at Children's and includes allergies, medications, and certain lab results.

About Privacy/Security

How secure is MyPatients?

When using MyPatients, all communication between you and your Boston Children's health care team is carried over a secure, encrypted connection. This secure connection utilizes industry standard security, encryption, and database technology. Access to your MyPatients account is protected through the use of user controlled account credentials.

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>.

Using MyPatients

What do I need to access MyPatients?

Web Portal Activity Tabs in the Visit Navigator are enabled by Epic Security class. As a rule, the "Care team" has access to the Web Portal Activity tabs; MD, Midlevels, RNs, LPN, Secretaries, MAs and billing staff.

Who can I contact if I'm having trouble using MyPatients?

If you have need assistance using MyPatients, contact WebPortalissues@atriushealth.org; be sure to include the patient's full name and date of birth; be sure to note that you were using MyPatients.

Health Records

Can I update the information in my patients' online health record?

Using MyPatients, you can access your patients' clinical data but you cannot update or delete existing data.

Why can't I view the results from all of my patients' lab tests using MyPatients?

MyPatients is an electronic copy of portions of your patients' medical record at Boston Children's. Your patients' lab test and studies information is filtered to remove sensitive and/or redundant information.

Contact Information

Who can I contact with a patient care question?

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

How can I change PCP designation for a patient?

Please have your patient contact Boston Children's at (617) 355-6000. Your patient's insurance and demographic information is verified at every visit.

Learning more

To learn more about using MyPatients, go to the Overview of MyPatients at Boston Children's: https://meeting.childrens.harvard.edu/mypatients_atrius.