MyPatients at Boston Children’s FAQ
for Children’s Medical Staff

About MyPatients at 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.

What information can I view using MyPatients?
You can access clinical patient data such as inpatient admissions and discharges, specialty visits, notes, medications, certain lab results and more.

Who can get access to MyPatients?
At this time, MyPatients is available to providers with the following credentials: MD, PhD, NP, PA, DMD, DDS, OD. Access is not currently available for registered nurses, medical/clinical assistants, referral coordinators and other similar practice personnel.

Note: NPs must register for access to MyPatients at https://mypatients.childrenshospital.org/register

Is the information I view for my patients the same as their Boston Children’s medical record?
No, the information provided to you in MyPatients 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?
Access to MyPatients occurs over a secure, encrypted connection that 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.

Creating a MyPatients Account

What do I need to set up a MyPatients account?
Children’s Medical Staff must email mypatients@childrens.harvard.edu for access. Once you’ve been granted access, you’ll need a grid card. To get a grid card, do one of the following:

- If you are a member of the PPOC, email mypatients@childrens.harvard.edu.
- If you are a Children’s provider, contact the Help Desk at 617-355-4357.

I’ve been granted access. How do I get started?
Go to https://mypatients.childrenshospital.org and log in with your Children’s username and password.

The following screen appears:

Security Challenge

For enhanced security, enter the requested characters from your grid card.

Challenge: enter [A2] [B1] [B2] [B5] using the card with serial number 4381.

Response: [Blank]

Would you like to remember this computer?
 Yes, this is my home or office computer that I use to access my account.
 No, this is a public or shared computer or one I don’t use often to access my account.

Submit

Enter the requested characters from your grid card; then select one of the following:

- Select Yes to indicate that this is your primary computer.
- Select No if this is a public or shared computer you don’t use often.

Using MyPatients

What do I need to access MyPatients?

- access to an Internet-enabled computer
- a Children’s username and password

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• Internet Explorer 7.0 or higher (PC), Firefox 3.5 or higher (PC or Mac) or Safari 4.0 or higher (PC or Mac).
• a grid card

I forgot my password. What should I do?
You can access the online password reset tool: https://accessmanager.chboston.org/. For more information, refer to https://accessmanager.chboston.org/#faqs.

Health Records

Can I update the information in my patients’ medical record at Children’s?
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 tests and studies are filtered to remove sensitive and/or redundant information.

Contact Information

Who can I contact if I need help using MyPatients?
To contact the MyPatients support team, email mypatients@childrens.harvard.edu. Be sure to include your username and a description of the problem.

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 a patient’s PCP designation?
Please have your patient contact the Boston Children’s Patient Care Business Office at (617) 355-7086. Or, if your patient uses MyChildren’s, the Boston Children’s patient portal, they can update their PCP information using that system. 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.