

Frequently Asked Questions (FAQ) about MyChildren's

About MyChildren's

What is MyChildren's?

MyChildren's is a convenient, easy to use and secure way to access your child's health information.

How can I use MyChildren's?

Using MyChildren's, you can:

- view portions of your child's health record
- send secure messages to a clinician
- request, cancel and confirm appointments
- view demographic information
- view and pay your Hospital bills online

Who can participate?

You are eligible if you are:

- a parent or legal guardian of a patient
- a patient age 13 and older (Parent/guardians of 13 and 14 year olds will be notified that an account has been created.)

Creating a MyChildren's account

How do I request a MyChildren's account?

To request an account, a patient or guardian can go to mychildrens.org and click **Sign up for an account**.

What do I need to set up a MyChildren's account?

- full name of the patient
- address of the patient
- patient's date of birth
- patient's medical record number (MRN)
- account invoice number or date of a visit to any Boston Children's location.

How long does it take to obtain an account?

To protect the privacy of our patients, the data you submit must be checked against our records. Please allow approximately 3 business days for this process.

How can a 13-17 year old get an account?

A 13 -17 year old who wants account access must have their own email account.

Notes:

- The adolescent cannot view secure messages sent between the parent/guardian and providers.
- The parent/guardian cannot view confidential appointments, confidential health information or secure messages between the adolescent and providers.
- Parent/guardians of 13 and 14 year olds will be notified that an account has been created.

What happens to the parent/guardian's account when the patient turns 18?

Prior to the patient's 18th birthday, several reminders will be sent to the parent/guardian explaining that their access to the account will be terminated. At that time, the patient must set up their own account and assumes responsibility for the account that the parent/guardian had been managing.

My child is over 18 with special needs. Can I set up a MyChildren's account for her?

Yes, as long as you have guardianship papers on file with the Hospital, you can access your child's information with your MyChildren's account.

I'm a foster parent to a child. Can I access their MyChildren's account?

No, access to a foster child's account is restricted to a Department of Children & Families (DCF) caseworker (the legal guardian). Only your child's caseworker can request a MyChildren's account.

Accessing MyChildren's

What do I need to access MyChildren's?

- An email address that you check regularly
- Internet Explorer/Microsoft Edge 11 (PC), most recent version of Firefox, Google Chrome (PC or Mac) or Safari (Mac)
- Latest version of Adobe Acrobat Reader
- Javascript enabled

Are there any special criteria for creating a MyChildren's password?

Your password must include 8-128 characters. It must include one number and one capital letter.

How do I log in to MyChildren's?

You log in using the email address you registered with and your password. MyChildren's requires an additional security level to access the application. You may have encountered a similar requirement when using online banking or other financial applications. This second level of security, often referred to as a Second Factor, provides additional protection for your information. You need to set up a delivery method (email or text), and enter the one time passcode that is sent to you.

Once you've set up your security code delivery method, you can click **Remember me**; if you always use the same computer, you won't have to enter the security code every time you access MyChildren's.

I forgot my password. What should I do?

Click the **Forgot your password?** link. You will receive an email with instructions for changing your password.

Using MyChildren's

How can I be sure I'll receive administrative emails from MyChildren's?

To ensure that email is not sent to your Junk/Spam email folder, you need to add *childrens.harvard.edu* and *bostonchildrens.ighealth.com* to your email browser's safe list or address book. If you use a third party whitelist service such as Boxbe, be sure to follow that service's instructions to ensure you receive our emails.

Is there a mobile version of MyChildren's?

Yes. You can download the MyChildren's mobile app from the Google Play store (Android) and iTunes store (for iPhone and iPad).

How can I get help using MyChildren's?

Go to mychildrens.org/help and complete the **Contact Us** form.

HEALTH RECORD

What health record information can I view?

The Health Record is a subset of available information and should not be regarded as a complete health record. Your child's measurement and lab test information is filtered to remove sensitive and/or redundant information.

- MyChildren's is an electronic copy of **portions** of your child's medical record.

- Labs are available when they are resulted. Results include tests done in outpatient, inpatient and emergency department settings.
- Radiology reports are available 4 days after they are completed.
- Clinic Visit Notes are available as soon as your provider completes them.

Note: Information from outside sources may not be immediately available.

To view a list of labs that are not available for viewing in the MyChildren's Patient Portal, go to: <https://apps.childrenshospital.org/mychildrens/includes/excludedLabs.html>

MESSAGING

Who can I contact with a medical question?

Using Messaging, you can contact your child's physician, nurse practitioner or nurse directly to ask a non-urgent medical question. However, **Messaging is not to be used in an emergency**. If you have a medical emergency, dial 911.

Can I add an attachment to a message?

Yes, you can add a document, photo or video file to your message.

Are MyChildren's messages saved?

Yes, all sent and received messages are saved.

Messages created and received prior to April 10, 2017 have been archived. To view archived messages, go to the Messaging page and click **Message Archive**.

- You can read, print, delete or organize archived messages.
- You cannot reply or forward archived messages.

Who can I contact with a question about my appointment?

For administrative questions—appointment times, clinic locations, appointment prep questions—you should email your clinic.

APPOINTMENTS

Can I request an appointment online?

You can request, confirm or cancel an appointment online. After you complete the online request form, the department will contact you to schedule the appointment.

I want to schedule another appointment in a department where my child has already been seen. Can I schedule an appointment just like the one I had last month?

To request the same type of appointment, you can select an appointment from your appointment history.

DEMOGRAPHICS

How do I update my contact information?

To update your demographic or insurance information, contact your clinic/provider.

My Primary Care Physician (PCP) is listed incorrectly. Can I update that?

Yes, you should contact your PCP's clinic to update your PCP information.

BILLING

Can I make an electronic payment?

You can pay by personal check, business check or credit card.

How do I view my account information?

From the Billing link, you can click **View Details** to view your account information listed by appointment date and billing detail (including insurance co-pay).

Who can I contact if I have questions about billing?

You can go to <http://www.childrenshospital.org/patient-resources/financial-and-billing-matters/frequently-asked-billing-questions> or call 617-355-3397.

Sharing Health Information

Can I share mychild's health information from MyChildren's?

Yes, patients and families can grant access to their Boston Children's Hospital health information to doctors/specialists who are involved with their care but are not their primary care provider.

This collaborative approach ensures that patients and specialists are well-informed on treatments and progress, a vital consideration for patients with multiple specialists.

How do I grant access to my specialist?

To grant access, log in to MyChildren's, then from the home page, locate the Manage Your Account section. Click the **Share Patient Record** link. Click **Invite**; you will be prompted to search for and invite a specialist. From the **Share Patient Record** page, you can view the list of providers who have access to your health record; you can manage that list and invite/disinvite providers at any time.

About Privacy/Security

How secure is MyChildren's?

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

What is your Privacy Policy?

For an explanation of our policies and procedures, see childrenshospital.org/legal/notice-of-privacy-practices.

Getting Help

How can I get help using MyChildren's?

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