FENWAY HEALTH

MyChart FAQs

What can I see in my portal?

In your MyChart portal, you can:

- See notes from past visits with your doctor or care team.
- Ask for refills on your medications.
- Look at important documents and forms.
- Pay your bills.

What else can I do?

- Send messages to your care team for non-urgent medical questions.
- Schedule appointments with your care team.
- Check notes or instructions from past visits.
- Connect your portal to other MyChart accounts you have at different hospitals or clinics.

I'm a parent of a child (ages 0-11) at Fenway. Can I see my child's medical chart?

Yes! You can sign up as a proxy for your child's account. This lets you see all their medical information and talk to their care team through the portal.

I'm a parent of a teen (12-17) at Fenway. Can I see my teen's medical chart?

Yes, but there are some limits. Because of state rules and Fenway's policies, you won't be able to see everything in your teen's chart. Keep reading to learn more about what you can see as a parent of a teen.

What can I view as a healthcare proxy?

From
https://mychart.marshallmedical.org/MyChart/Authentication/Login?mode=stdfile&option=MyChartTeen

MyChart for teen patients 12 to 17 and their parents or guardians

When kids become teens, they often start handling their health care differently. They might feel uncomfortable talking to their parents about certain health issues and sometimes want to keep things private. While we encourage teens to share everything with their parents, we also respect their privacy and rights. Trust is a big part of a good relationship between a patient and their doctor.

Massachusetts state laws support this by allowing teens to get some health services without telling their parents or guardians. These laws also limit what the health care team can share with parents unless the teen gives permission.

If I'm a teen, what can I do in MyChart?
Teens ages 12 to 17 have full access to their health records in MyChart. This means you can:
- Message your care team.
- Schedule appointments.
- Check upcoming and past visits, including visit summaries and notes.
- Look at your allergies, immunizations, and growth charts.
- Read helpful and trustworthy health information.
- See test results.
- And more!

By law, teens can get some health services or information without telling their parents or guardians.
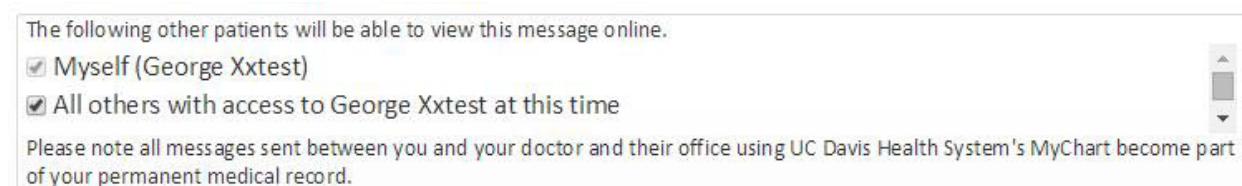
Teens will see their full medical record, which might include sensitive information like birth records, adoption history, or diagnoses. Sometimes, doctors may keep certain diagnoses private if they think it's best for the patient.

What important privacy information should teens know when using MyChart?
Massachusetts privacy laws let you control what health information your parent or guardian can see if you're between 12 and 17 years old. In MyChart, you can do this by choosing who gets to see each message, kind of like how you can choose who sees your posts on social media.

We always encourage you to share health information with your parents or guardians if you feel comfortable. They can be great helpers and often have experience with similar situations. Your teen MyChart account is set up so that any parents or guardians with medium or full access can automatically see all your messages and appointment requests. If you don't want them to see something, you'll need to remove their access each time you send a message or request an appointment.

To do this, uncheck the "All others" box at the top of your message before hitting send. This way, only you and your care team will see it.

The following other patients will be able to view this message online.
☑ Myself (George Xxtest)
☑ All others with access to George Xxtest at this time

Please note all messages sent between you and your doctor and their office using UC Davis Health System's MyChart become part of your permanent medical record.

Example: Let's say you want to message your doctor about birth control or ask for an appointment to talk about preventing sexually transmitted infections (STIs).
- If you **don't** uncheck the "All others" box before sending, your parent or guardian with access to your account can see your message or request. They might also get an email saying you sent a message to your care team.
- If you **do** uncheck the box before sending, your parent or guardian won't see the message or get notified.

If I'm a parent or guardian, what should I know about my access to my child or teen's MyChart account?
If you already have access to your child's MyChart account, your access will automatically change from **full access** to **basic access** when your child turns 12. If the patient gives permission your account can be updated to medium access.

With **medium access**, you can:
- Message your teen's care team about certain topics.
- Request appointments for your teen.
- Check your teen's allergies, immunizations, and growth charts.

However, by law, your teen's doctor **cannot** share certain information with you without your teen's written permission. This includes:
- Family planning, birth control, pregnancy, or abortion.
- Sexually transmitted diseases (STDs) and some other infections, like HIV/AIDS.
- In some cases, information about rape or sexual assault.
- In some cases, information about mental health treatment or treatment for drug or alcohol problems.

Ages	Parents	Child/Teen
0 to 11 years old	**Full access** is given to parents for their child's MyChart account (for kids under 12).	Children (under 12) do not have access to their MyChart account.
12 to 17 years old	Parents have **medium (limited)** access to their teen's MyChart account (for ages 12 and up)	Teens (12 and older) have full access to their MyChart account. *Full access means the teen controls their account and password to keep their information private*
18 years+	Proxy access ends when the child becomes an adult. If you want to keep access, the patient (now an adult) can choose to add you back as an **adult-to-adult proxy.**	The patient can choose what, if anything, they want to share with their parent or guardian.

Note: In some cases, parents or guardians may be given **full access** to a teen's MyChart account. This usually happens when the teen's medical condition makes it helpful, and their care team agrees. Full access is the same level parents or guardians have for kids under 12. The teen's care team will decide if full access is needed. For example, a 16-year-old getting

cancer treatment might benefit from having their parents or guardians with full access, while still keeping full access for themselves.

Sometimes these accounts are set up incorrectly or parents sign up as their child rather than as a proxy. If we suspect an account isn't set up correctly or is being misused the clinic may disable access to clarify information and correct the account.

Additional Information
- To sign up for a teen MyChart account, contact your clinic at 617-927-6000 or by email at MyFenway@fenwayhealth.org
- To request parent/guardian access to your teen's MyChart account, the teen needs to approve it first. Once they do, we'll contact you to finish setting it up.
  - A teen can discuss this with their provider during a visit or call the clinic at the number above to provide consent for updating their proxy's access
- Please give us up to **15 days** to process your request. You'll get an email when access is approved.

Linking MyChart accounts

If you have a Fenway MyChart account as well as a MyChart account at MGB, Atrius, Tufts, BILH, or any other Epic-using facility, you can link these accounts on the portal following these steps

From your MyChart page (on either the web or the app) Click Menu > Link My Accounts. From there search for your other existing account(s) to link to your Fenway one

Left screen

Mass General Brigham — MyChart by Epic

Menu

🔍 Link ✕ Close

3 results for your search

e **Link** My Accounts

📱 **Link**ed Apps and Devices

⭐ Change Your Shortcuts
Quick **Link**s

Right screen

Menu — J

Bring Your Health Information Together

Discover | **Linked Accounts**

Your linked accounts

Updates Automatically

Atrius Health

Terms and Conditions | Proxy Disclaimer

Jump to account | Unlink

Tufts Medicine

Terms and Conditions

Jump to account | Unlink