

## Welcome

The MyFenway Patient Portal is a great way for you participate in your care at Fenway. Using the portal, you will be able to send non-urgent secure messages to your care team, request a referral, request a prescription renewal, fill out a release of information form or view your medical record.

This guide is meant to help you set up your portal account and provide instructions on how to use the various features across the site.

If you have any questions about the MyFenway Patient Portal, or are having any difficulty, please fill out a helpdesk ticket [here](#) and we will be able to better assist you.

## A MyFenway Account

When you first register as a patient with Fenway, the patient services coordinator who was assisting you will often create an account on your behalf. If they have done this for you, you should receive a temporary email from [registration@fenwayhealth.org](mailto:registration@fenwayhealth.org). If you have not received a temporary password, please fill out a ticket [here](#) to reach the MyFenway technical helpdesk and they will be able to send you a new temporary password.

If you are unsure that an account has been made, please follow the instructions below to register for the portal.

## How to register for MyFenway.org

Please note: You will be unable to use the portal if you are not yet a patient at Fenway. If you are looking to become a patient, please call 617.927.6000 for more information.

### After you have become a Fenway patient:

- 1.) Go to <https://myfenway.org> (Please Note: <https://fenwayhealth.org/> is the informational website, not the patient portal)

Home Help Requests and FAQs Forms Resources About Us Contact Us Scheduling

**MyFenway Portal for Current Patients**

Create an account today to manage your health information online

Not yet a patient?  
Join our clinic by calling 617-267-0900

**Notice**

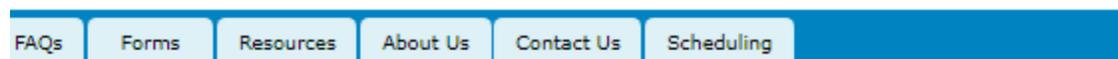
Due to the re-instatement of state and federal restrictions, as of August will no longer be able to schedule telehealth visits for patients located c

**Welcome to myFENWAY**

Select from the options below to contact provider, make requests, and view health information

**Rx** Request Medication

2.) On the left-hand side of the screen is a blue box titled "Join our clinic". In the box, click on the hyperlink that reads "creating an account online". You will be greeted by a disclaimer.



**Notice**  
Due to the re-instatement of state and federal restrictions, as of August 31, 2021, Fenway Health will no longer be able to schedule telehealth visits for patients located outside of Massachusetts.

OUR COMPANY AND ITS AFFILIATES, SUPPLIERS, AND OTHER THIRD PARTIES MENTIONED ON THIS SITE ARE NEITHER RESPONSIBLE NOR LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, PUNITIVE, OR OTHER DAMAGES (INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM LOST PROFITS, LOST DATA, OR BUSINESS INTERRUPTION) ARISING OUT OF OR RELATING IN ANY WAY TO THE SITE, SITE-RELATED SERVICES AND PRODUCTS, CONTENT OR INFORMATION CONTAINED WITHIN THE "SITE," AND/OR ANY HYPERLINKED WEB SITE, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE SITE, SITE-RELATED SERVICES, AND/OR HYPERLINKED WEB SITES IS TO STOP USING THE SITE AND/OR THOSE SERVICES. APPLICABLE LAW MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.



3.) On this screen, review the disclaimer and choose "I accept"

4.) You are now on the Create a New Account page. You will create a username and password to access Fenway's secure online medical information site.

<b>Important!!</b>	
i.	Your User ID should be the email address you are registering with. For example, if the email address I am registering with is Kermit@gmail.com, then my User ID should also be <a href="mailto:Kermit@gmail.com">Kermit@gmail.com</a> .
ii.	Each account must have a unique email address associated with it, so if there is more than one Fenway patient in your household, you will each need a different email address to sign up at <a href="http://www.myfenway.org">www.myfenway.org</a> .

5.) Fill in your password information. Your password must be between 6 and 15 characters long and contain at least one number, one uppercase letter and one lower case letter.

6.) Create two security questions in case you forget your password. Remember that the security questions are case-sensitive.

7.) Lastly, click off whether you would like to receive MyFenway newsletters, then click save.

8.) At the next screen, pictured below, you will be asked to verify your account.

**Verify Your Account!**

If you are unable to access parts of the patient portal, please click [here](#) so someone on the myfenway technical help desk can verify your account!

**Patient Verification**

The webpage you are trying to access contains personal health information and is restricted.

In order to access restricted parts of the website, you will need to provide us some additional information so that we can verify your identity. **Before you begin the verification process you must contact our team.** Please complete the secure form [here](#) and someone from our team will link your chart.

**Please answer the following question:**

- I have an appointment or have been seen here by a physician before.
- I am a staff member and would like to enable my account.
- I do not wish to verify my identity right now, please take me back to the homepage.

If you choose not to verify your identity now you will not be able to use many of the features on the site.

[Next >](#)

**Please ignore this page.** To verify your chart, please fill out a helpdesk ticket [here](#) and member of our team will verify your identity manually within 2-3 business days.

<b>Important!!</b>
<b>You must have been seen by a provider before your account can be verified.</b>

## How to View Your Fenway Health Medical Record

- 1) Log into myfenway.org
- 2) Click on the “MyMedicalRecord” tab on the MyFenway home page.



- 3) There are multiple sections for you to view in your medical record:

*Chart Summary*

*Advance Directives*

*Allergies*

*Immunizations*

*Insurance*

*Lab Results*

*Medications*

*Problems*

*Procedures*

*Chart Access History*

<b>Please note</b>
You will be unable to make any changes to your medical record from the patient portal. If any updates need to be made, please contact your doctor's office.

## SENDING A SECURE MESSAGE TO YOUR CARE TEAM

A secure message is a great way to communicate **non-urgent** questions, issues or needs. We will ensure your message is sent to the most appropriate care team member to be addressed. Please do not send duplicate messages to multiple members of your care team, as this may delay their response. If you do not receive a response within five business days, please call our Medical Call Center at 617.927.6300 for further assistance.

- 1) Log into myfenway.org
- 2) Click on "Send a Message" from the MyFenway home page. This will open a new window/tab.



- 3) Choose the appropriate department to receive your message

### Medical Department

[My Primary Care Team](#)

[My Team Nurse](#)

[My Medical Case Manager](#)

### Behavioral Health Department

[My Behavioral Health Provider](#)

### Optometry Department

[My Optometrist](#)

4) Select the appropriate care team member or provider from the drop down menu.

For urgent medical matters at any time, please call your provider at 617-267-0900.

**For life-threatening emergencies, please call 911.**

**Send a Message to My Primary Care Team (Hello)**

**\* Provider:**

Kass, Elizabeth

Brandford-White, Laura

Campbell, Lauren

Chandrasekhar, Aditya

D'Avenas, Anne

Dormitzer, Julian

Fenton, Greg

Ferjuste, Emily

Fleming, Julia

Fogelman, Amy

Frushtick, Jill

Goldman Silva, Marieke

Gonzalez, Alex

**Goodhope, Nicholas**

Grasso, Chris

**\* Harris, Scott**

Hodgins, Sam

Kahn, Daniel

Kamel, Jimmy

Kapila, Kevin

Kass, Elizabeth

appear in the list below, please call our main line at 617-267-0900 to contact your Provider.

5) Fill in your message and click Submit.

**Send Message (Required)**

If your Medical Provider does not appear in the list below, please call our main line at 617-267-0900 to contact your Provider.

**Subject:**

**\* Message:**

This is a message

5000 Character Limit

Cancel Save **Submit**

**Please note**

Messages initiated by the patient using the Send a Message function will not appear in the Sent folder in your Inbox on the patient portal. This is because messages sent in this manner are formatted as a secure form sent directly to your provider rather than as an email.

These messages will be saved in your Fenway Health record as a chart document and may be viewed by appropriate members of your care team as part of your care.

## Receiving a Secure Message Notification, How to View and How to Reply

If a member of your care team sends you a message, or after an appointment with your provider, you may receive a notification in your personal email stating that you have received a secure message.

Please note
Depending on your email service provider and your personal settings, this email could accidentally be placed in your Spam folder. Please be sure to check your Spam folder and adjust your email filters to allow messages from @myfenway.org to be sent to your inbox.

### To View Your Message

1) Click on the link within your email. The link is circled below in red.

The screenshot shows an email interface. At the top, it says "Access to your medical records" with an "Inbox x" button. The sender is "My Fenway <donotreply@fenwayhealth.org>". The subject is "Secure Message". The body text says: "You have received a secure message from My Fenway." Below this, a URL is circled in red: <https://access.fenwayhealth.org/mc/viewmessage.aspx?key=z7hha5aavzezvou6onn2ft-gl-prag>. Below the URL, there is a note: "Please send or reply to your Fenway Provider only from within our secure messaging center. You can access our Secure Messaging Center by clicking on the link in this email and logging in into our message center. You can also access the secure messaging center by logging into [www.MyFenway.org](http://www.MyFenway.org)." At the bottom, there are "Reply" and "Forward" buttons.

Important!!
<b>Do not reply to the notification.</b> Replies to the notification will not be received by your provider. Please send or reply to your Fenway Provider only from within our secure messaging center to ensure correspondence regarding your medical care is transmitted securely

2) This link will direct you to the secure messaging center. The log in may have already generated your email address in "User ID or Email". Enter the password that you created when you registered on the MyFenway website and click Log In:

The screenshot shows the "USER LOG IN" page. At the top right, it says "NOT LOGGED IN | HELP". The main content area has a white box with a lock icon and the text: "Please enter your secure user ID and password." Below this, there are two input fields: "User ID or Email" (with a blacked-out value) and "Password". To the right of the password field are "Log In" and "I forgot my password." buttons. Below the input fields, there is a checkbox labeled "Remember my user ID". At the bottom of the box, there is a note: "Note: Your secure messaging ID may be the same as your email address. Your secure password may be different than the password you use for logging into your computer or for receiving non-secure email. For questions or technical support: [MyFenway@fenwayhealth.org](mailto:MyFenway@fenwayhealth.org)"

3) You are now in your secure messaging inbox where you can read your messages and **reply securely to your provider.**

Size	From	Subject	Received
7KB		A secure message from your provider's office	Thu 3/17/2022 9:28 PM
1KB		[No Subject]	Thu 3/17/2022 9:28 PM
1KB		[No Subject]	<b>Thu 3/17/2022 8:56 PM</b>
231KB		Summary	Thu 3/17/2022 8:05 PM
7KB		A secure message from your provider's office	Fri 3/11/2022 4:56 PM
1KB		testing	Fri 3/11/2022 4:55 PM
126KB		<b>Electronic Signature Receipt</b>	<b>Wed 2/23/2022 12:06 PM</b>
1KB		Testing	Fri 12/17/2021 8:32 AM
1KB		Testing	Fri 12/17/2021 8:28 AM
1KB		[No Subject]	Fri 12/17/2021 8:16 AM
7KB		A secure message from your provider's office	Mon 12/6/2021 1:49 PM
1KB		Out Of Office Notification	Wed 10/27/2021 12:42 PM
322KB		[No Subject]	Tue 8/10/2021 8:26 AM
1KB		testing	Tue 7/27/2021 10:39 AM
7KB		A secure message from your provider's office	Fri 7/23/2021 11:33 AM

### How to reply to a secure message from your provider

- 1) Double click on the message you would like to reply to.
- 2) Click "Reply"



- 3) Fill in your message as appropriate and click "Send"



## Accessing your messages without a notification.

1) Log into MyFenway.org

2) You can access your messages two different ways:

a) Click “Messages” in the upper right hand corner of the site.

b) Click, “View My Inbox” in the Message Center box in the lower right hand corner of the site.

The screenshot shows the top navigation bar with "Forms to Complete" (0) and "Messages" (3). Below the "L T H" logo, there are tabs for "Contact Us" and "Scheduling". The "After Hours Access" section provides information about 24-hour provider availability. The "Message Center" section lists several messages with subjects like "A secure message from your provider's office" and "Summary". The "View My Inbox" link at the bottom of the Message Center is circled in red.

### Please note

You can only reply to messages you have received. If you want to initiate a message, please refer to the “Sending a Secure Message” instructions.

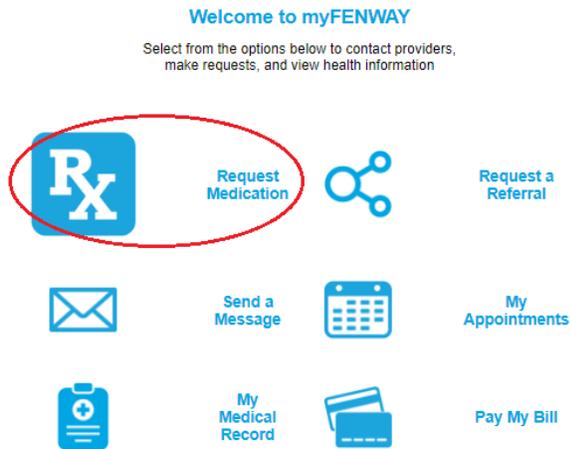
## How to Request a Prescription Renewal

### Please note

For urgent renewal requests, please do not use this form. Instead, call the Medication Renewal Line at 617-927-6333. For medical or behavioral health emergencies, please call 911 or go to the nearest emergency room.

1) Log into myfenway.org

2) Click on "Request Medication" from the MyFenway home page. This will open a new window/tab.



3) Fill in appropriate information, including medications you would like to renew and pharmacy you would like the renewal sent to, and click "Submit".

### Renew Your Medication (Hello FenwayTest)

**If you have refills remaining on your prescription please DO NOT use this form.**  
If you use an outside pharmacy, please contact them directly to request a refill.

If you currently fill your prescriptions at Fenway, you can request refills [here](#) or using the Rx2Go app for your mobile device!  
[Download Rx2Go app on the App Store](#)  
[Download Rx2Go for your Android](#)

\*Please allow 2-4 business days for your request to be reviewed by your provider and processed by the Pharmacy.

**\* Please select any medications that you would like to renew:**

- emtricitabine-tenofovir (TDF) 100-150 mg tablet
- haloperidol 2 mg tablet
- Adderall 30 mg tablet
- Ativan 1 mg tablet
- Wellbutrin XL 150 mg tablet extended release 24 hr
- Cipro 500 mg tablet
- BD Luer-Lok Syringe 1 mL 20 gauge x 1" syringe
- bupropion HCl 150 mg tablet sustained-release 12 hr
- Lexapro 5 mg tablet
- Lipitor 10 mg tablet
- calcium citrate 200 mg (950 mg) tablet
- Other [Edit](#)

**Please Note:** Delivery/Mailouts are restricted to Massachusetts only. Failure to provide a complete address for Delivery or Courier may result in a delay in receiving your medication.

If you selected delivery or courier, please specify the address where you would like us to send your medication. Please include your street address, city, state and zip code.

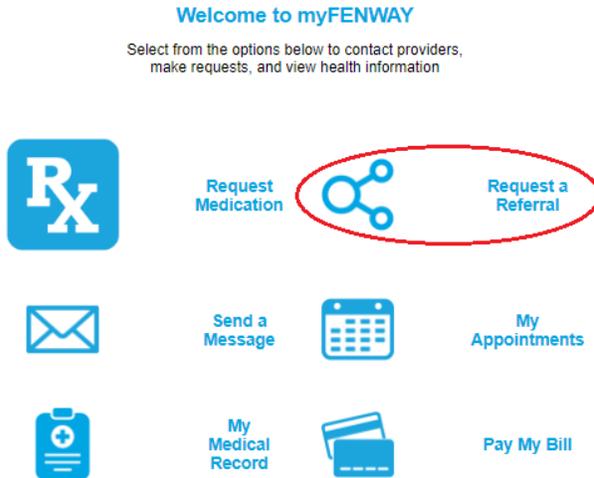
This form should only be used for routine medication requests.  
We generally will not notify you that the refill request has been fulfilled unless there is a concern. Refill requests are generally filled within 2-4 business days.

Cancel Save **Submit**

## How to Request a Referral

For more information and frequently asked questions on requesting a referral, please click [here](#) to visit the Referral FAQ page on fenwayhealth.org.

- 1) Log into myfenway.org
- 2) Click on “Request a Referral” from the MyFenway home page. This will open a new window/tab.



- 3) Fill in appropriate information including, Insurance, Insurance ID, Date of upcoming appointment, and name and contact information for Specialist, and click, “Submit”

\* Reason for referral:

⚠ We generally will not notify you that your request has been completed unless there is a concern. Referral requests are generally completed within 5 to 7 business days.

If you cannot complete this form, please contact our referral department at 617-927-6130.

⚠ Requests submitted will be processed by our clinic staff as soon as possible. This should not be used in the case of an emergency. If you are having an emergency, please call the clinic or emergency personnel (911) directly.

Cancel Save Submit

## How to fill out a Release of Information/Medical Record Release Form

- 1) Log into myfenway.org
- 2) Click on the "Forms" tab on the MyFenway home page. This will open a new window/tab.



### To fill out a paper form

- 3-a) Click "Medical Record Release Form" This will open a PDF form you can print.

If you have medical records at another health care facility that you wish to transfer, the following form will allow your Fenway Health provider to obtain them.

- [Medical Record Release Form](#)
- [Autorización de Fenway Health para divulgar información de salud protegida](#)

\*\*\*NEW\*\*\* If you have a verified myfenway account you can now fill out your ROI electronically, click [here](#) to complete our electronic ROI

For questions about this form, please call 617.927.6191.

- 4-a) Fill in form as appropriate and sign.
- 5-a) Fax form to 617.425.5713

### To submit electronic form

- 3-b) Click, "Here"

If you have medical records at another health care facility that you wish to transfer, the following form will allow your Fenway Health provider to obtain them.

- [Medical Record Release Form](#)
- [Autorización de Fenway Health para divulgar información de salud protegida](#)

\*\*\*NEW\*\*\* If you have a verified myfenway account you can now fill out your ROI electronically, click [here](#) to complete our electronic ROI

For questions about this form, please call 617.927.6191.

- 4-b) Fill in information as appropriate. Click "Next" at the end of each section.  
Please Note: There are 4 sections to the form, please fill out all sections before submitting.  
Please note: a red "\*" means an answer is required.

#### Medical Records Release Form

Please electronically sign document at bottom of the page after reviewing all responses.

#### Authorization for Disclosure of Protected Health Information (Hello FenwayTest)

5-b) When all sections are filled out, click “Sign”

**\* The following specially protected records need to be checked or will not be released**

- Abortion Care
- Alcohol or Drug Abuse Treatment
- Behavioral Health Information written by your medical providers
- Behavioral Health Information written by your psychiatrist, therapist, mental health clinician, or social worker
- Genetic Test Information
- HIV/AIDS Test Results or Related Care
- Intimate Partner Violence Counseling
- Sexually Transmitted Diseases
- Sexual Violence Counseling
- I do not want to release any specially protected information

Page 4 of 4 < Prev 1 2 3 4 Next >

Cancel Save **Sign**

6-b) Fill in Patient Name, MyFenway user id and Password, click “Sign”  
Please note: This information is required for an electronic signature.

**Sign this form electronically**

\* Patient Name:

Signer Name (if different):

\* Signer's Fenway Community Health user ID or email address:  
 [Who can sign?](#)

\* Signer's Fenway Community Health password:

By clicking **Sign**, you agree and consent to the foregoing, with the same legal effect as signing a paper document.

Cancel Save **Sign**

## Problems You May Encounter

### 1) An Unsupported Browser

If you get a message about having an unsupported browser, this means that the browser you are using is out of date (it is too old and no longer supported by Microsoft).

Microsoft Edge, Safari, Mozilla Firefox, Google Chrome, etc. are all browsers that are compatible with our website and software. Solution: In order to access our website, you must update your browser.

#### Solution

Follow on-screen instructions to update your browser version. Or do an internet search for the latest version of your browser and download. If you still receive an error, go to internet options and try deleting your cookies.

### 2) 404 Not Found

#### Not Found

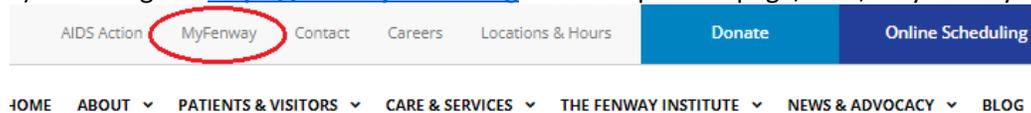
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HTTP Error 404. The requested resource is not found.

You may have typed **www.myfenway.org**. This is not the correct website address.

#### Solutions

a) Please go to <https://fenwayhealth.org>. At the top of the page, click, "MyFenway"



OR

b) go to <https://access.fenwayhealth.org/portal/>

We recommend that you bookmark or add this page to your favorites for future use.

### 3) You are Unable to Log in

If you have forgotten your password.

#### Solution

Please ensure you are attempting to log in at <https://access.fenwayhealth.org/portal/> not <https://access.fenwayhealth.org/mc/>.

a) Click "I forgot my password."

#### Please Log In

Enter your User ID and password.

**Reminder: Passwords are case sensitive.**

Need help? Click [here](#) to contact our team.

\* User ID or Email:   
Required

\* Password:   
Required

[I forgot my password.](#)

b) Enter your User ID or Email, click "Reset Password"

#### Reset Password

Please set a new password and new secret answers. Upon successful completion of this form you will be logged in.

\* User ID or Email:

c) Enter the answers to your secret questions and click, "Reset Password"

Please provide answers to your secret questions below.

\* **what is your mother's maiden name?**

Answer:

\* **what is your favorite pet's name?**

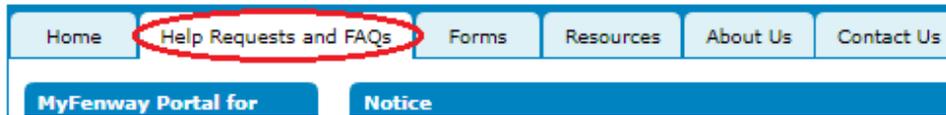
Answer:

If you have answered everything correctly, you will receive an email with password reset instructions.

If you are unable to reset your password via secret hint questions, or you have forgotten your User ID.

#### Solution

Please submit a Secure Help Ticket found in the “Help Requests and FAQs” tab on the website



Or click [here](#) and a member of our team will provide you with a temporary password within 1-3 business days.

**4) When attempting to register for an account you see “Error. We are unable to register you at this time. Please contact the practice.”**

#### Error

We are unable to register you at this time. Please contact the practice.

This may mean patient registration had created an account on your behalf when you first became a patient at Fenway.

#### Solution

Please fill out a ticket [here](#) to reach the MyFenway technical helpdesk and a member of our team will be able to send you a temporary password within 1-3 business days.

**5) You see the error message, “Account not verified. This page is not accessible because your account is not verified. To verify your account, click Verify My Identity at the top of the page.”**

#### Account not verified

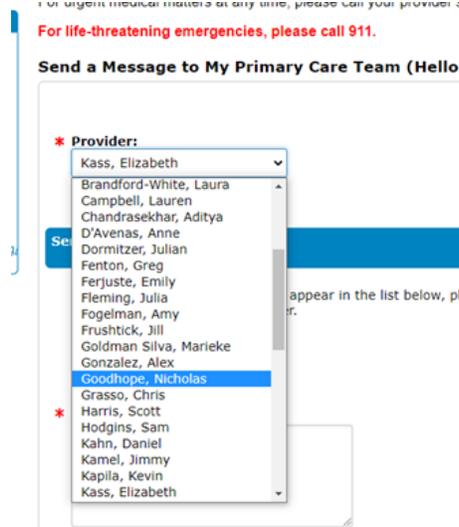
This page is not accessible because your account is not verified. To verify your account, click Verify My Identity at the top of the page.

This means your account is not verified and you are unable to access most of the Patient Portal.

#### Solution

Please fill out a ticket [here](#) to reach the MyFenway technical helpdesk and a member of our team will be able to verify your account within 1-3 business days.

**6) You do not see your provider in the drop-down list when attempting to send a secure message.**  
It's possible your provider has not yet been added to the list, has Fenway or is on an extended leave.



### Solution

Please fill out a ticket [here](#) to reach the MyFenway technical helpdesk and a member of our team will be able to help you out within 1-3 business days.

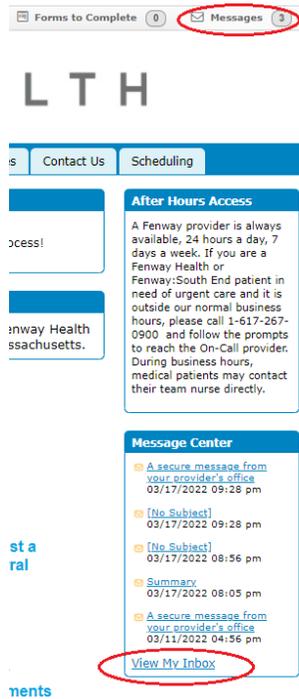
**7) You are unable to upload documents to the patient portal.**

Unfortunately documents cannot be uploaded to the patient portal.

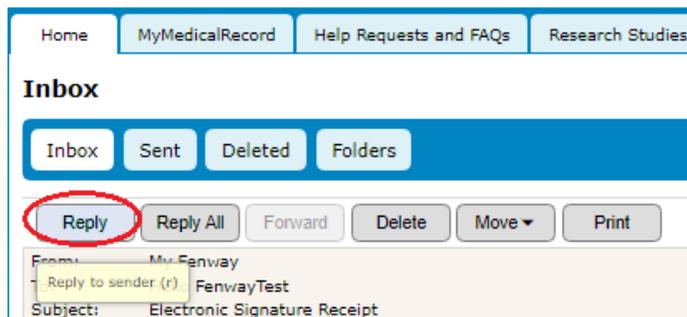
### Solution

Files cannot be uploaded directly to the patient portal, however you can reply to an existing message that a provider has sent to send them an attachment.

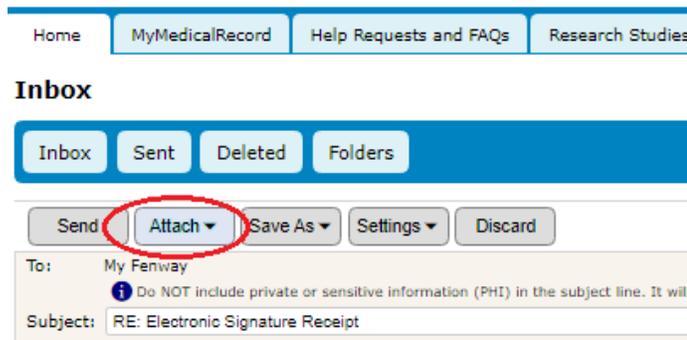
- a) Log into MyFenway.org
- b) Access your messages using either of the two methods:
  - i) Click "Messages" in the upper right hand corner of the site.
  - ii) Click, "View My Inbox" in the Message Center box.



Open any email from your provider in your inbox.  
Click “Reply”

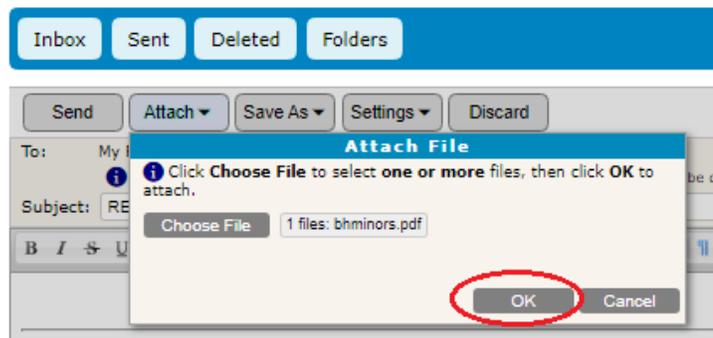


A new email will open up. Click “Attach”



Select the document you would like to send to your provider, and click, “OK”

## Inbox



Add your message (if appropriate) to the body of the reply and click “Send”

