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. 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)
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.

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.

<table>
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<th>Important!!</th>
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<td>i. Your User ID should be the email address you are registering with. For example, if the email address I am registering with is <a href="mailto:Kermit@gmail.com">Kermit@gmail.com</a>, then my User ID should also be <a href="mailto:Kermit@gmail.com">Kermit@gmail.com</a>.</td>
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<td>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>.</td>
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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.

**Important!!**

You must have been seen by a provider before your account can be verified.
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

Please note
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

_Last updated 04/2022_
4) Select the appropriate care team member or provider from the drop down menu.

5) Fill in your message and click 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.

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:

*Last updated 04/2022*
3) You are now in your secure messaging inbox where you can read your messages and reply securely to your provider.

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.

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”.

Last updated 04/2022
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”
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 our our 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 our our 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.

Last updated 04/2022
5-b) When all sections are filled out, click “Sign”

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

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/](https://access.fenwayhealth.org/portal/) not [https://access.fenwayhealth.org/mc/](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](https://access.fenwayhealth.org) to contact our team.

- **User ID or Email:** 
  - Required
- **Password:** 
  - Required

[Log In]

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: [mymail@fenwayhealth.org](mailto:mymail@fenwayhealth.org)*

[Reset Password]  [Cancel]

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:

[Reset Password]  [Cancel]

If you have answered everything correctly, you will receive and 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”
Add your message (if appropriate) to the body of the reply and click “Send”