

## MyFenway.org Website Instructions

### Sign Up

Sign up at [www.myfenway.org](http://www.myfenway.org) and you can order prescription refills and interact with your Fenway Health medical provider online.

- 1) Go to [www.myfenway.org](http://www.myfenway.org).
- 2) Once you enter the site, on the right hand side look for Join Our Clinic and click on the link **Start today by Creating an Account Online** to enter our secure patient access site.
- 3) Review the disclaimer and then choose **I Accept**.
- 4) At the **Create New Account Screen**, you will create a username and password to access Fenway's secure online medical information site. Initially, you will be able to use this site to request prescription refills online. In the future, you will also be able to make appointment requests, email your doctor and access some lab test results and other medical information.
- 5) 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 [www.myfenway.org](http://www.myfenway.org).
- 6) Create a password for your account, along with a secret question in case you forget your password. Then click **Save**.
- 7) At the next screen, choose **I have been seen in the clinic as a patient**.
- 8) At the **Identity Verification** screen, enter your personal information to link your secure [www.myfenway.org](http://www.myfenway.org) account to your medical record. Click the **Verify** button to submit your information.
- 9) **Congratulations**—you have successfully created your secure account. For now, you can use it to order your prescription refills. This will help us as we continue to develop our new patient access site and add new features to improve your experience as a Fenway Health patient.

## Request a Medication Refill

- 1) Log into [www.myfenway.org](http://www.myfenway.org) using your username and password.
- 2) Once you enter the site, click on **Refill Medication** to request a prescription refill.
- 3) Next, please select which medication(s) you would like to request a refill for. *Note: only your current medications will appear on this list. If you need a different prescription, please contact your Primary Care Team at 617-927-6100.*
- 4) For **Pharmacy to use for refill**, please select the pharmacy where you would like the prescription filled. If the pharmacy does not appear on the list, then select other and complete the address and phone number for the pharmacy. If this information is not entered completely, we may not be able to complete your refill.
- 5) Review the disclaimer and then choose **Send**.
- 6) **Congratulations**—you have successfully request a prescription refill. *Please note: We will not notify you that the refill request has been fulfilled. Refill requests are generally fulfilled on the same day for requests made before 2 pm, and by the following business day for requests made after 2 pm. Special refill requests may take 24 hours to fulfill.*

## Request a Referral

- 1) Log into [www.myfenway.org](http://www.myfenway.org) using your username and password.
- 2) Once you enter the site, click on **Request a Referral** to request a referral.
- 3) Next, please enter the name of the specialist, their location and the date of the appointment.
- 4) In the **Reason for referral**, please explain the reason why you need a referral.
- 5) Please state whether you have discussed this referral with your Fenway Medical Provider. *Note: If this information is not entered completely, we may not be able to complete your referral.*
- 6) Review the disclaimer and then choose **Send**.
- 7) **Congratulations**—you have successfully requested a referral. *Please note: We will not notify you that the referral request has been fulfilled unless there is a problem or we need additional information.*

## Email

**There are two ways to send and receive secure emails to your Fenway provider. Please send or reply to your Fenway Provider only from within our secure messaging center.**

- 1) Log into [www.myfenway.org](http://www.myfenway.org) using your username and password.
- 2) At the right-hand side of the page, you will see a blue box that says **New Secure Messages**.
  - a) At the bottom of the box, click on **View My Inbox**.
  - b) You are now in your email box and will be able to view and send email messages to your provider.

### OR

- 1) In your email inbox, you will receive a message from Fenway Health Center which is a secure email from your Fenway Provider. *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 add Fenway to your trusted list.*
- 2) Once you open the email from Fenway Health Center, you will receive a link in the email. Click on the link and it will bring you to the website. You can also copy and paste the link into a standard Web browser like Internet Explorer or FireFox.

This is the Identity Verification screen. Accounts in our message center 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 addresses to sign up. Your email address will automatically become your username. If you close this email account, open a new email account or prefer to use a different email account, please let your Fenway Provider know so we can update our records.
- 3) The first time you log into the website, you will need to:
  - a. **Create a password** for your account. Passwords are case sensitive.
  - b. Along with **two secret questions** in case you forget your password.
  - c. After creating your password and two **hint questions**, click Save.
  - d. **Congratulations**—you have successfully created your secure account.
- 4) The next time you log in, you will only need to enter your password.
- 5) Once you have successfully logged into the system, you will be able to read and reply to your emails. This is your personal email inbox.

**Questions about the website?** Email [MyFenway@fenwayhealth.org](mailto:MyFenway@fenwayhealth.org). This is not a secure email, so don't include personal or medical information.

**Medical Questions?** Contact your Primary Care Team at 617-267-0900. If you are having an emergency, please call the clinic or emergency personnel (911) directly.