

FAQ: MyPatients at Boston Children's Sponsored Access

About Sponsored Access

What is Sponsored Access?

Sponsored Access enables providers with registered MyPatients accounts to sponsor access to MyPatients for their clinical and administrative practice staff, including registered nurses, referral coordinators and office managers. Approved Sponsors can create unlimited Sponsored User accounts. Sponsored Users can view a patient's record if their sponsoring provider also has access.

Who can register as a MyPatients Sponsor?

Providers with registered MyPatients accounts may be eligible to register as a MyPatients Sponsor. Please review the [Sponsorship Agreement](#) for terms and conditions.

If you use your Children's ID to log in to MyPatients:

Please note that Boston Children's Hospital credentials (eg. Children's ID/ grid card) may not be used to sponsor users. This is to ensure that your Sponsored Users only have access to the records of patients in your practice. If you currently log in to MyPatients with your Children's ID, you will need to create a MyPatients Sponsor account to sponsor users.

To create your MyPatients Sponsor account, go to <https://mypatients.childrenshospital.org/register> and register for MyPatients using a different email address from your *childrens.harvard.edu* email address. In the online registration form, check the box marked "Request Sponsorship Privileges."

Print the Sponsorship Agreement on your practice letterhead, and fax a signed copy to MyPatients Provisioning at 617-730-4844. If you are on the active Boston Children's Hospital Medical Staff, you **do not** need to submit a copy of your Driver's License or a Certification and Agreement.

How do I register as a MyPatients Sponsor?

To register as a Sponsor, you must have a MyPatients account registered under your email address. Boston Children's Hospital credentials (i.e. Children's ID/ grid card) may not be used to sponsor users. This is to ensure that your Sponsored Users have access to the records of patients in your practice only.

- **If you already have a MyPatients account**, please download a [Sponsorship Agreement](#). Print the Sponsorship Agreement on your practice letterhead, and fax a signed copy to MyPatients Provisioning at 617-730-4844. Once your Sponsorship Privileges are approved, you will receive an email with instructions for creating Sponsored User accounts.
- **If you do not have a MyPatients account**, please register online for a MyPatients account:
 1. Go to <https://mypatients.childrenshospital.org/register>. Complete the online registration form and check the box marked "**Request Sponsorship Privileges**"
 2. Fax the following documents to MyPatients Provisioning (Fax # 617-730-4844):
 - A signed [Sponsorship Agreement](#), printed on your practice letterhead
 - A signed [Certification & Agreement](#), printed on your practice letterhead*
 - A copy of your Driver's License*

***Not** required for Boston Children's Hospital Medical Staff

Once your account is approved, you will receive an email with instructions for completing account setup and creating Sponsored User accounts.

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How do I sponsor someone in my practice?

Approved MyPatients Sponsors can create Sponsored User accounts by following these steps:

1. Log in to MyPatients (<https://mypatients.childrenshospital.org/>)
2. In the top right corner, click **Add/Manage Sponsored Users**
3. Click **Create New Sponsored User**
4. Complete the Sponsored User registration form

I would like to receive a Sponsored User account. What should I do?

Sponsored User accounts must be created by an approved Sponsor in your practice.

What is Sponsored User Validation?

Twice a year, on April 1 and October 1, Sponsors will be asked to log in to MyPatients and complete Sponsored User Validation, a review of your list of active Sponsored Users, to ensure accuracy. Sponsors have thirty (30) days to complete the validation. If you do not complete the validation in time, your account and your Sponsored User accounts will be locked until you complete the validation.

Which patients' records will Sponsored Users have access to?

Primary Care Practice Staff:

A Sponsored User will be able to view a patient's record if any provider in their practice is listed as the patient's PCP in the Boston Children's Hospital record.

If you receive the 'not authorized' message for one of your patients, please click "**Request PCP access.**" This will send an email to the MyPatients Support Team with your request and contact information.

Specialty Care Practice Staff:

A Sponsored User will be able to view a patient's record if the sponsoring provider has been authorized by the patient or guardian through the MyChildren's Patient Portal.

If you receive the 'not authorized' message for one of your practice's patients, please click "**Request Non-PCP access.**" This will send an email to the patient or guardian notifying them about the request for access.

Contact Information

Please email any questions about MyPatients Sponsored Access to: mypatients@childrens.harvard.edu