

## Rehab/Therapy Team communication via the Patient Portal

1. Log in to your portal account. Enter your email address or username and password. Click the “**Sign In**” button.

Shriners Hospital for Children

Email address or username

Password

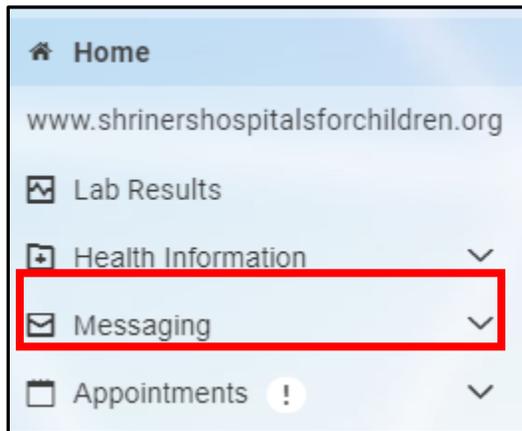
**Sign In** [Forgot Password?](#)

Secure health identity provided by:  
**CernerHealth**

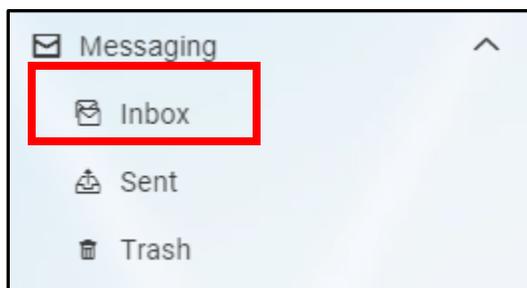
Shriners Hospital for Children uses *Cerner Health* to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the *Cerner Health* logo.

If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health

2. Select “**Messaging**”.



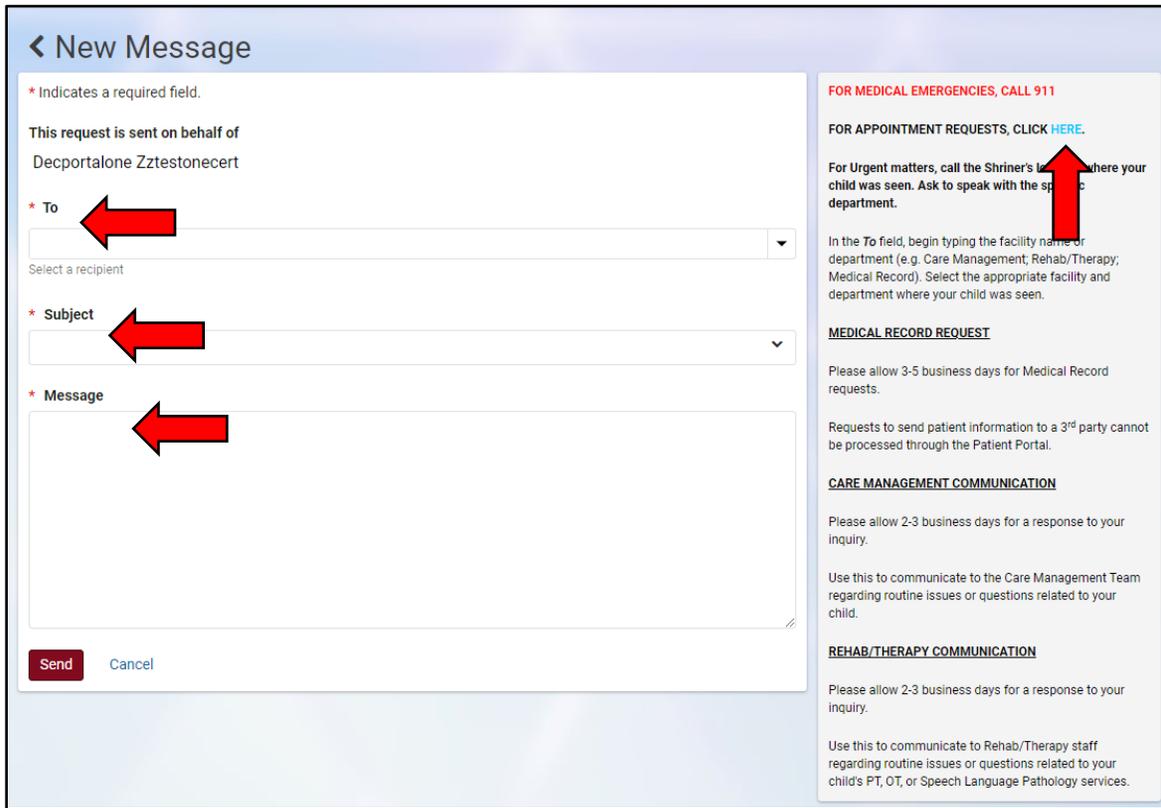
3. Select “**Inbox**”.



4. Click on "Send a message".

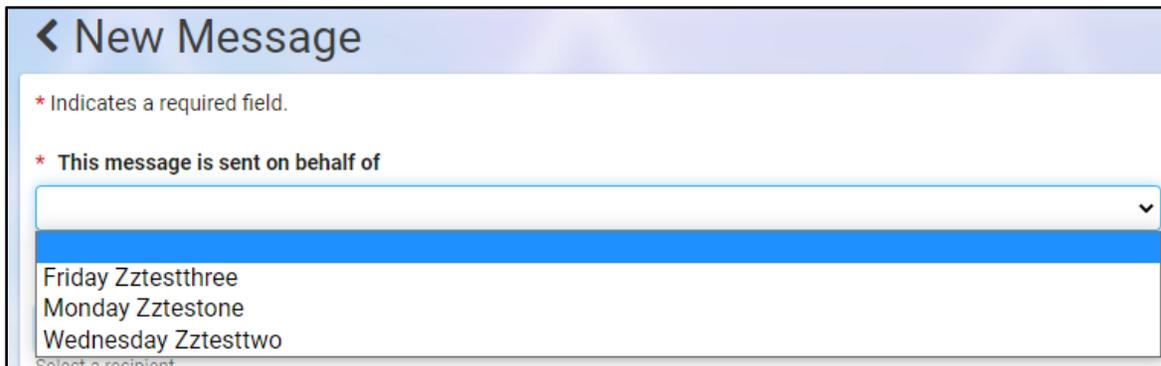


5. Required Fields must be completed.

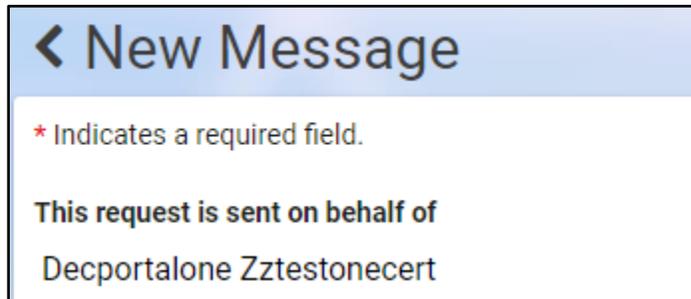


**Note: For appointment requests, click on the link in the information box.**

6. Enter the appropriate patient from the drop down menu.



If you are only associated with one patient, their name will display and no selection is necessary.

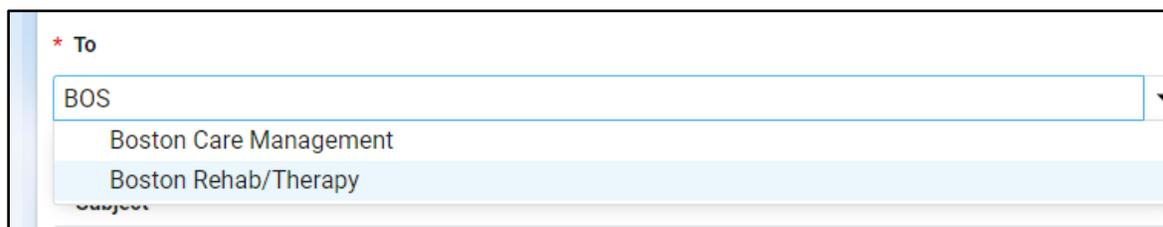


**< New Message**

\* Indicates a required field.

**This request is sent on behalf of**  
Decportalone Zztestonecert

- To:** Begin typing the Facility name and select the appropriate Rehab/Therapy department from the list of options that display.

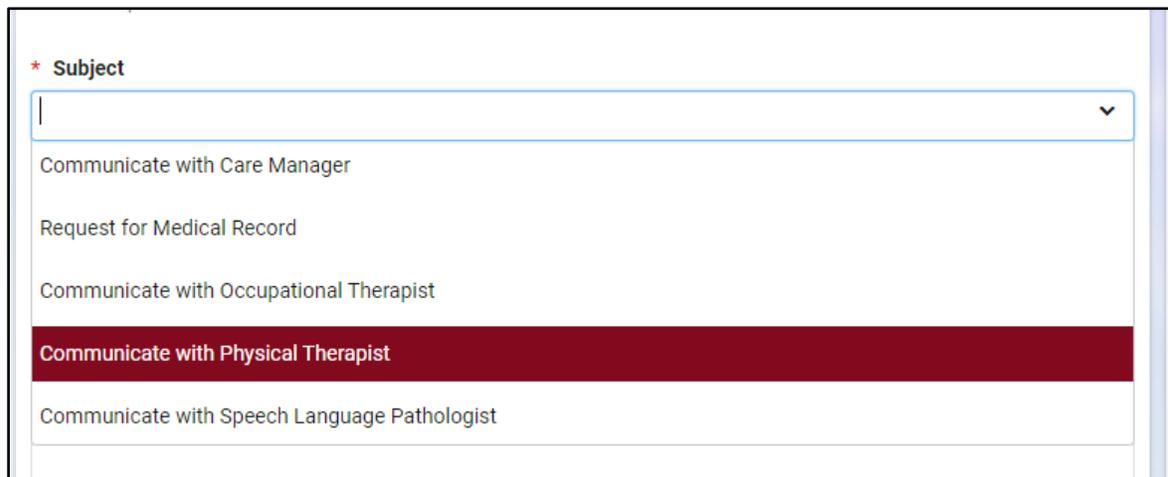


\* To

BOS

- Boston Care Management
- Boston Rehab/Therapy

- Subject:** Select “**Communicate with Physical Therapist**”, “**Communicate with Occupational Therapist**” or “**Communicate with Speech Language Pathologist**” from the drop down list. Refrain from typing free text as this may cause a delay in responding to your request.



\* Subject

Communicate with Care Manager

Request for Medical Record

Communicate with Occupational Therapist

**Communicate with Physical Therapist**

Communicate with Speech Language Pathologist

9. **Message:** Enter the information you want to communicate to the Rehab/Therapy Team. Provide as much detail as possible as this will assist the staff in providing a meaningful response.

**\* Message**

Test message for Rehab/Therapy team

**Note: Use this to communicate to the Rehab/Therapy staff regarding routine issues or questions related to your child's PT, OT or Speech Language Pathology services. For Urgent matters, call the Shriner's location where your child was seen. Ask to speak with the specific department.**

10. Click on the **"Send"** button. This will route your request to Shriners Hospitals for Children. The Rehab/Therapy Team will work to address your request.

**Note: Please allow 2-3 business days for a response to your inquiry.**

**< New Message**

**\* Indicates a required field.**

**This request is sent on behalf of**  
Decportalone Zztestonecert

**\* To**  
Boston Rehab/Therapy x

Select a recipient

**\* Subject**  
Communicate with Physical Therapist x

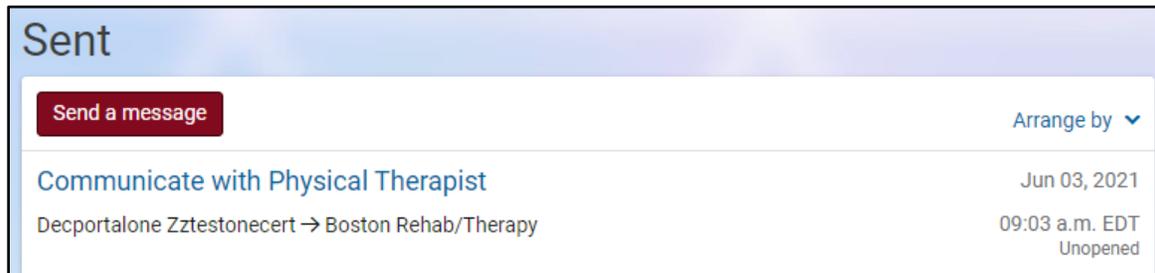
**\* Message**  
Test message for Rehab/Therapy team

**Send** Cancel

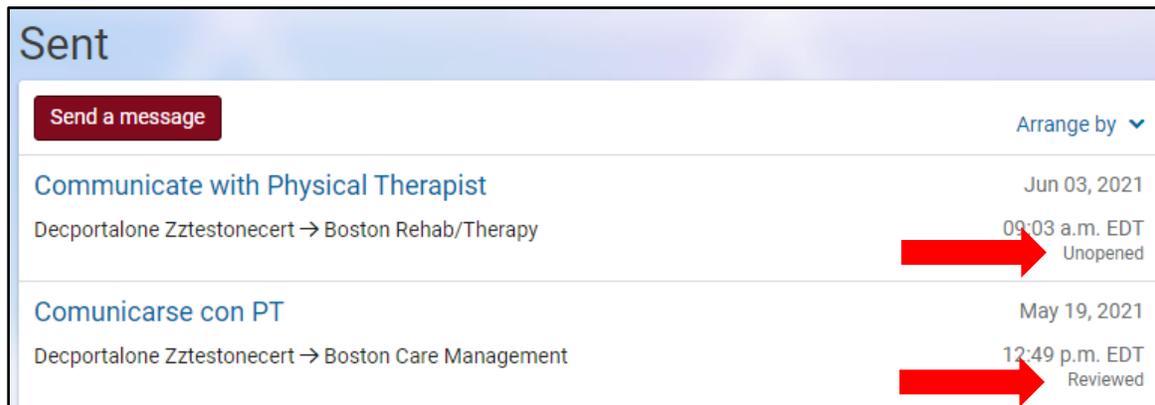
11. After sending the message, a notification will display



12. A copy of this message will display in the Sent folder until it is permanently deleted.



13. Messages will display with a status of “Unopened” if they have not yet been opened by the Rehab/Therapy staff. Once opened, the message will display with a status of “Reviewed”.



14. Rehab/Therapy staff will send an email response to your patient portal inbox. This email message will remain in the Portal Messaging Inbox until you permanently delete it.

