

Care Management 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?](#)

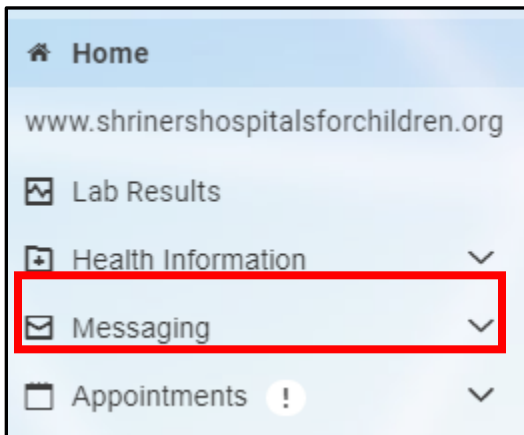
Secure health identity provided by:

CernerHealth

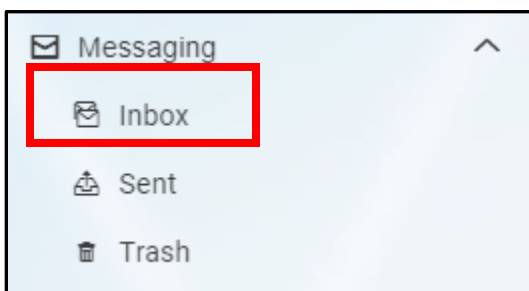
Shriners Hospital for Children uses *Cerner Health* to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the *Cerner Health* logo.

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

2. Select **Messaging**.



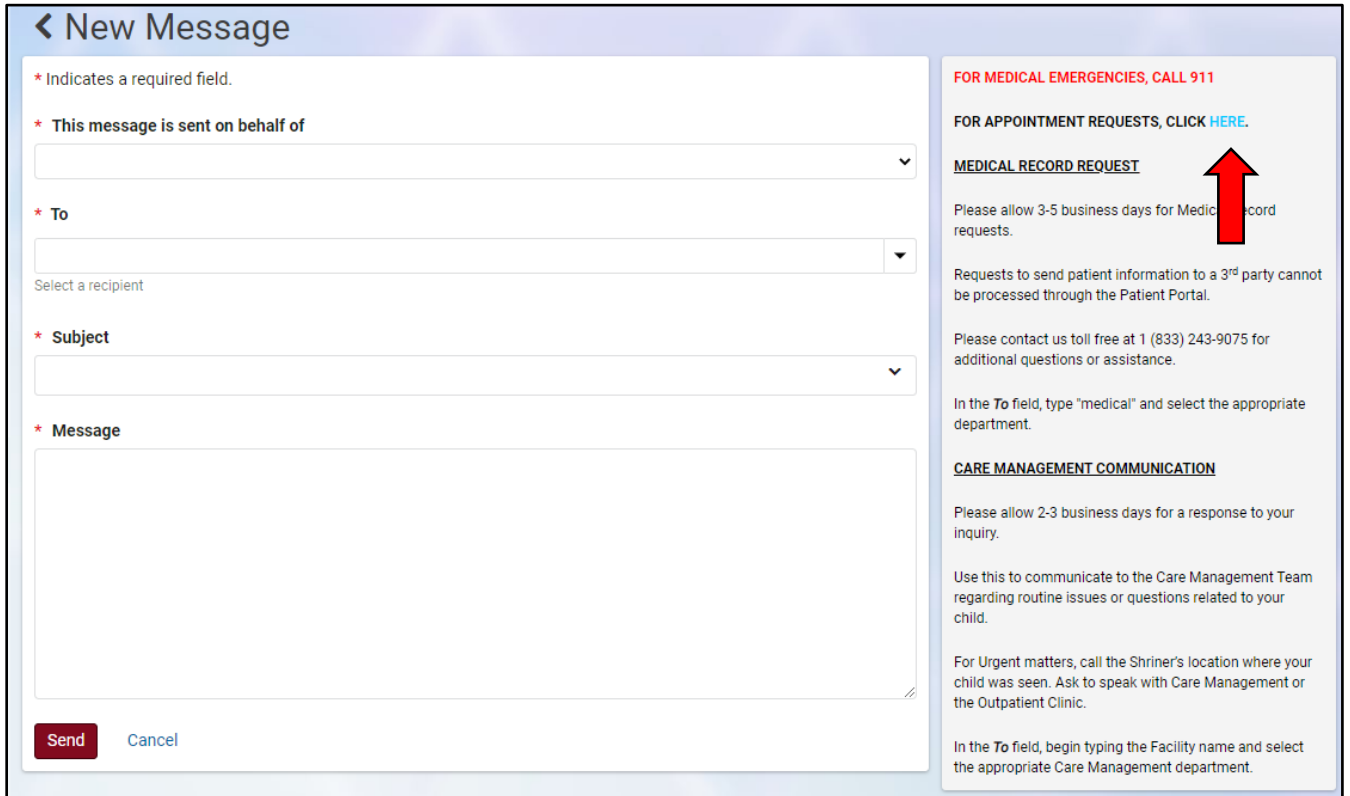
3. Select **Inbox**.



4. Click on "Send a message".

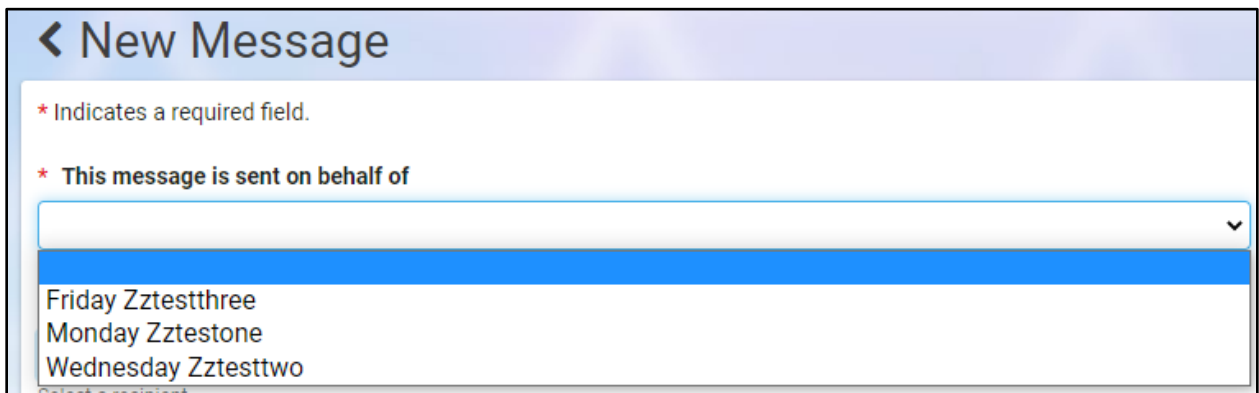


5. Required Fields must be completed.

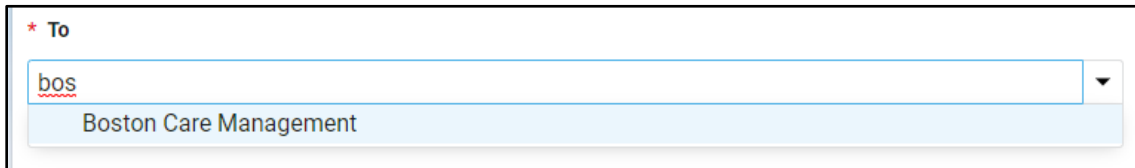


Note: For appointment requests, click on the link in the information box.

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



7. **To:** Begin typing the Facility name and select the appropriate Care Management department from the list of options that display.

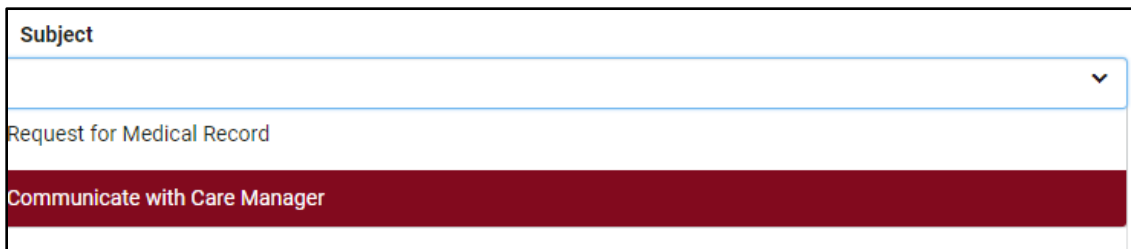


* To

bos

Boston Care Management

8. **Subject:** Select “**Communicate with Care Manager**” from the drop down list. Refrain from typing free text as this may cause a delay in responding to your request.

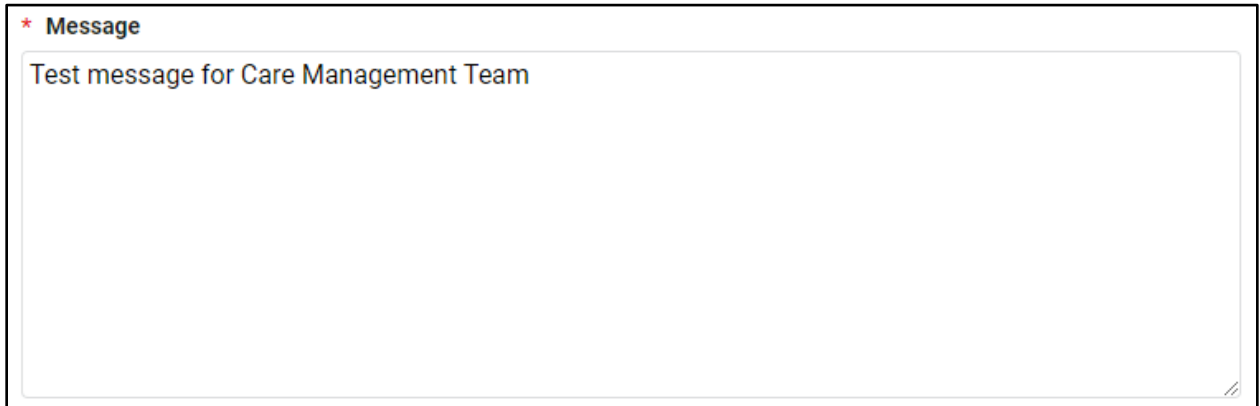


Subject

Request for Medical Record

Communicate with Care Manager

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



* Message

Test message for Care Management Team

Note: Use this to communicate to the Care Management Team regarding routine issues or questions related to your child. For Urgent matters, call the Shriner’s location where your child was seen. Ask to speak with Care Management or the Outpatient Clinic.

- Click on the **“Send”** button. This will route your request to Shriners Hospitals for Children. The Care Management Team will work to complete your request.

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

< New Message

* Indicates a required field.

* This message is sent on behalf of
Friday Zztestthree

* To
Boston Care Management

Select a recipient

* Subject
Communicate with Care Manager

* Message
Test message for Care Management Team

Send Cancel

Inbox

✓ Message sent.

Send a message

✉ No messages received

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

Sent

Send a message Arrange by

Communicate with Care Manager Oct 29, 2020
Friday Zztestthree → Boston Care Management 01:55 p.m. EDT
Unopened

12. Care Management staff will send an email response to your patient portal inbox.

13. This email message will remain in the Portal Messaging Inbox until you permanently delete it.