

# The MyRoswell

## PATIENT PORTAL

### REGISTRATION IS FAST AND EASY:

#### TO REGISTER:

1. Go to [My.RoswellPark.org](http://My.RoswellPark.org).
2. Click blue **REGISTER** button.
3. Fill in Date of Birth (DOB), Medical Record Number (MR#), last four digits of your Social Security number (SS#), then click **VALIDATE**.
4. Enter email address twice. Click **SUBMIT**.

#### FIRST-TIME LOGIN:

1. Check email account you provided during registration for an email titled **"MyRoswell Registration Confirmation"**
2. Click the link provided to complete registration
3. Re-enter DOB, MR# and click green **SUBMIT** button
4. Create a password
5. Congratulations, you're registered!

Access your medical record information online, 24/7.

### ON THE MyRoswell PATIENT PORTAL YOU CAN



#### APPOINTMENTS

View upcoming appointments and set up appointment reminders.



#### MEDICATION

See current medications and prescribers, and request prescription refills.



#### MESSAGES

Send and receive messages from your care team. You can also upload pictures/media.



#### BILLING

View and pay your bills online.



#### RESULTS

View your latest lab and imaging results and other health information.



#### E-NEWSLETTER

View the most recent edition of the patient e-newsletter.



#### EDUCATION

View your assigned patient education, as well as browse Roswell Park's patient education library

**To register, you must have an email account.**

If you do not have an email account, please contact a MyRoswell representative at  
**1-800-ROSWELL (1-800-767-9355)**

The patient portal is monitored **Monday through Friday, 8 a.m. - 5 p.m.** The portal **is not monitored on major holidays, after 5 p.m. on weekdays, or over the weekend.** Messages sent when the portal is not monitored may not be reviewed until the next business day. **DO NOT** send any urgent requests or message through the portal as it can cause a delay in care.

If you are a Roswell Park patient and you experience symptoms that are not life-threatening, you should call your Roswell Park clinic first. They will determine if a referral to the Roswell Park Assessment and Treatment Clinic is appropriate. The Center is not a walk-in clinic and is different from an emergency room. You must be referred from your physician or the physician on call. If your clinic is closed, call **716-845-2300**. **Remember, in the case of a medical emergency you should always dial 911 or get to your closest emergency room.**

### When should I call 911 or go to the closest hospital emergency department?

- Chest pain or chest tightness
- Shortness of breath or trouble catching your breath, especially at rest
- Signs of allergic/hypersensitivity reaction: Swelling or tingling in your face, tongue, mouth, or throat; wheezing; trouble swallowing; and heart palpitations
- Heavy bleeding that you cannot control

*\*Please let us know if you go to the emergency room or are admitted to the hospital.*

### When should I call the clinic?

- Temperature of 100.4°F (38°C) or higher
- Any fall
- New or worsening rash
- Increased bruising or bleeding
- Swelling, including swollen lymph nodes
- Nausea or vomiting that is not being controlled by your medications or that prevents you from eating and drinking

Your clinic will determine if a referral to the Roswell Park Assessment and Treatment Clinic (ATC) is appropriate. You must be referred to the ATC — it is not a walk-in clinic.

If your clinic is closed, call **716-845-2300**.

### When should I use the MyRoswell Patient Portal?

- Medication refills
- Simple questions about your appointments
- Updating information such as medication, medical history, pharmacy, etc.
- Non urgent follow-up question from a visit
- To schedule a non-urgent appointment

QUESTIONS TO ASK MY DOCTOR...



If your question or message can wait until your next appointment, we encourage you to write them down and bring them with you.

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