The MyRoswell PATIENT PORTAL

Access your medical record information online, 24/7.

REGISTRATION IS FAST AND EASY:

TO REGISTER:

1. Go to **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!

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...
1.

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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