

Access types

My RCH Portal is for RCH patients and their parents or legal guardians.

Age	Access
0–12 years	Parents and legal guardians can have a My RCH Portal account for their child.
12–16 years	A child shares access with their parents or legal guardians. Some information may be restricted for parents or legal guardians.
16 years and older	A child can choose who has access to their account. Parents and legal guardians need written consent from their child to access the portal.

Please talk to your child's doctor if you have concerns about your access.

Need help?

- Visit www.rch.org.au/my-rch-portal
- Read the FAQs at myrchportal.rch.org.au
- Speak with an RCH staff member
- For technical assistance, including username recovery and password resets, contact the My RCH Portal Help Desk on (03) 9345 6277 (select option 1) or email myrch.portal@rch.org.au

Note: Help Desk can't issue activation codes



My RCH Portal

Get access to the information you need to manage your child's healthcare



It can be hard to manage your child's health information, especially important information about appointments, medication, test results or their care in hospital.

My RCH Portal connects you with information in your child's RCH medical record, so you can manage your child's healthcare, when and where it suits you.

Log in to My RCH Portal from your computer, tablet or mobile phone.

What can you see and do?

Use My RCH Portal to:

- add or update information in your child's record about medications they are taking, allergies or other health problems you want to discuss with your child's doctor
- request, change, confirm or cancel upcoming hospital appointments
- see your schedule of upcoming appointments
- see which medications your child has been prescribed and instructions for taking them
- see test and imaging results
- read some of the notes taken by your doctor in appointments
- view your child's care plans
- receive messages from your care team and respond to questionnaires.

Over time, My RCH Portal will grow to offer even more information and features to benefit you and your child.

Sign up to My RCH Portal

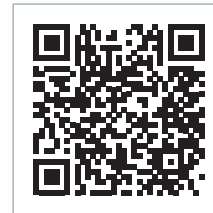
1. At the hospital

Visit a Specialist Clinics desk or speak to your ward clerk.

You will need to show photo ID so we can keep your child's health information private, and in some instances, complete a request for access form.

2. From home

Scan the QR code for options to sign up online. There may be different requirements to sign up if your child is 16 years and older.



3. Activate your account

Once we process your request for portal access, you will need to complete your portal set up.

If you receive an SMS to activate your account, click on the link in the message to complete your portal set up, including choosing your own username, creating a password, and entering your own date of birth. Please note the link will expire after 24 hours.

If you receive a printed code, follow the written instructions to complete the sign up process.

Once your portal account is set up download the My RCH Portal app. Log in with your newly created username and password.