



## Patient Portal FAQ

### What is the Patient Portal?

Our patient portal is a safe, secure, Performance Pediatrics-hosted web site that allows parents to access certain parts of their children's medical records.

### What are the benefits to parents?

You have quick, easy access to important parts of your children's medical records. You can see, print and download this information at your convenience, without having to call the office. You can keep track of important dates, milestones, prescriptions, immunizations and lab results.

### Is there a cost to access the patient portal?

No. Account creation and registration are free. Once you're fully registered, you can access your children's medical records as often as you like for free as long as you are an active patient at Performance Pediatrics.

### Is the Patient Portal safe?

Absolutely. We've invested in a secure server and a secure web domain (denoted by the "s" in the https:// portion of our Patient Portal's URL) to ensure the safety and confidentiality of your children's medical records.

### Can more than one parent create a patient portal account (i.e., for divorced parents and other legal guardians)?

Yes. That's one of the reasons we tie portal access to specific email addresses -- so that individual parents or other legal guardians can each have access to the same children's records.

### Can I use the portal to schedule appointments?

It is not possible at this time to schedule appointments via the portal. Please call us during normal business hours at 508-747-8277 to schedule.

### How do I change my password?

Once you've signed in to the Portal, click on the My Account tab. When your account information appears, you'll see a box for New Password and one for Repeat New Password. Type the password you want in both boxes, and then click the Submit button at the bottom, and your password will be changed.

### Can I print my child's immunization records and submit them to schools, camps and daycares?

Absolutely. You can print the immunization records yourself, any time you want, and submit them directly. We recommend doing a full-screen print, so the people to whom you're submitting can see that the immunization history comes from our secure patient portal.

### Can I use the portal to request prescription refills?

Yes! Click on the Requests Tab, the Refill link, follow the instructions and make your request.

### Is the portal meant to replace an office visit?

Not at all. The portal is a communication tool between you and our office.