



## TOP TEN THINGS TO KNOW ABOUT THE PEDIATRIC CENTER PORTAL

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1. You need an invitation email to join! (Ask us for one.) The links on the website won't work unless you follow the instructions on the invitation.
2. Because we are a pediatric practice most of the portal connections will be by **proxy**. This means we will invite a parent to set up an account. A parent **must set up their own personal account first**. The child's (or children's) account will be available from the "hello user" pull down menu on the top of the parent's home page.
3. When our patient is older than 12 years, we will ask for their written consent before setting up a portal account. This is because of privacy issues and CT statutes. Choices for them will be to allow a parent as proxy (meaning the parent controls the information) or for the patient to direct their own portal under their own email (and they can invite a parent to have access which the patient controls). Further information and appropriate forms are available on the website or at the office.
4. After our patient turns 18, proxy accounts are automatically turned off. No new information is sent over them.
5. We will be sending most but not all of the information that is in the patient chart.
6. Sensitive lab values may be blocked from the portal but results are always communicated to the patient and/or family.
7. Diagnoses on medical charts are written in ICD 10 jargon and not plain English. (We are not excited about this either.) There will be times when the diagnosis you see in the portal does not seem to fit the exact clinical situation. You are welcome to discuss any questions you may have during visits to the office.
8. Labs ordered through our office will appear in the portal only after we have had a chance to review them. **There are many times when minor abnormalities appear in the results**. This may be because of individual variation, or it may be that the lab is using adult normal values. We will certainly discuss with you any values that we consider significant!
9. Portal messages that you send to us are routed to the appropriate people at our office. We will do our best to answer them quickly, **but these messages are not for urgent situations**. Same day appointments requests should not be made through the portal...please use the phone. Messages sent to the doctors are routed through the phone nurses at our office. They will respond as they do now.
10. We think the portal will be of great benefit to our patients and their families. See labs, chart information, immunization records and completed camp/school forms. Make non urgent appointment requests and send messages to the office. Please take advantage of all of these features!

For technical problems with registering, signing on or using the portal, please contact us at [ThePediatricCenterofStamford@gmail.com](mailto:ThePediatricCenterofStamford@gmail.com)