

## Procedure and Guidelines for Using Patient Portal

\*The Portal/email should not be used to communicate an *Emergency* or *Urgent* health situation. For emergencies, please call 911. For urgent matters that require an immediate response, call our clinic at 952-943-8200.

### To Request Access:

1. Print, Read and Sign the authorization sheet “Informed Consent to use Patient Portal”.  
*Note: Each patient(child) is required to have their own form.*
2. Send, fax, or hand deliver your signed consent form(s) to All About Children Pediatrics.
3. Once we receive your signed consent form, we will issue you a username and password (one for each child) and send it to the “confidential email address” that you have listed.  
*Note: The login name will consist of the first letter of your child’s first name and their entire last.*
4. This email will also contain the web link to take you to the *portal’s log in page*. Please review the “Patient Portal Instructions” provided on our website [www.allaboutchildren.net](http://www.allaboutchildren.net).

*\*Important – Please add the domain @gotomyclinic.com to your email’s spam filter so that our messages will be accepted to your inbox.*

### Guidelines for using the portal site:

- Send *brief* messages to the appropriate *All About Children* staff members regarding your child’s health care and or your account.  
***\*Please remember that all communication will be included in your child’s electronic record.***
- Request prescription refills, which will be filled according to our regular clinic policy.
- View and or receive copies of lab or radiology results.
- View your child’s health record and make requests to add, change or update content including medical history, demographics and insurance information.  
***\*Requests need specific AAC staff approval before becoming a permanent part of the record.***
- Print or save certain information like immunization records or medication lists.

### Responses:

- Our system will alert us that we have messages as well as report when you have read yours from us.
- We will normally respond to non-urgent (as all should be) messages within 48 hours but no later than 4 business days after receipt.
- If for some reason the portal cannot be accessed, we will make every attempt to inform or respond to you as soon as possible.

### Future enhancements:

- Ability to print, fill out and submit forms from the portal (for now, forms can be sent to you via email)
- View and make payments to your account balance; prepay insurance copays.