



Children's Clinic of Wyomissing

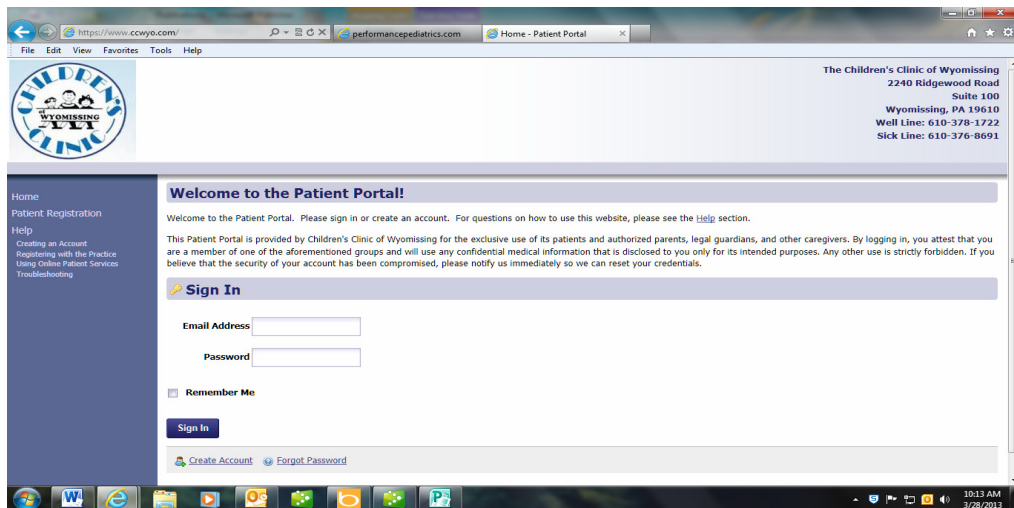
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PATIENT PORTAL QUESTIONS & ANSWERS

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 and immunizations

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 limited medical records as often as you like for free as long as you are an active patient at Children's Clinic of Wyomissing.

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

If you are interested please update us with your e-mail address so we can provide you with an access code to create the account and access the chart. Please go to our website at childrensclinicofwyo.com , click on Patient Portal, and follow the steps.

E-mail Address will serve as user name and must only be specific to one person: _____

Access Code will be provided to you by CCW office & replaced by you with a permanent password: _____

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 yourself but you can request well or recheck visit via the portal. For sick appointments please call us during normal business hours at 610-376-8691 Sick line.

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 only between you and our office.