

Frequently Asked Questions about the Patient Portal

About the Patient Portal

What is the Patient Portal?

The Patient Portal is a Web-based, easy-to-use and secure way to access your child's health information – at your convenience.

What can I do using the Patient Portal?

Using the Patient Portal, you can...

- Request appointments, as well as reschedule or cancel future appointments.
- Request medication refills, lab requests and referrals
- View and update demographic information
- Communicate securely with your clinical providers via electronic messaging
- View portions of your child's health record and print out immunization records.

In addition, you can access selected labs when they are resulted.

About Privacy/Security

How secure is the Patient Portal?

When using the Patient Portal, all communication between you and your Wareham Pediatrics member is carried over a secure, encrypted connection. This secure connection uses industry standard security, encryption, and database technology. Access to your Patient Portal account is protected through the use of user-controlled account credentials.

Creating a Patient Portal

Who can request a Patient Portal?

A parent or guardian may request a patient portal for their child who is 12 years or younger.

For any Patient that is 13 years old or older they must open the portal with their own email address.

How do I need to set up a Patient Portal?

There are several ways to set up a portal.

- Any time you come to the office you can set up portal by speaking to any receptionist
- You can call the office and speak to the receptionist to set up a portal

How long does it take to obtain an account?

At the time that you set up the account you will receive a user name and temporary password. At this time you can set up the account.

What do I need to access the Patient Portal?

- Access to an Internet-enabled computer
- An email address that you check regularly

Are there any special criteria for creating a Patient Portal password?

Your password must include at least 6 characters. It must include both upper case and lower case letters, a symbol like @, _, #, *, and/or numbers. You can have the same password for multiple children.

I forgot my password. What should I do?

Click the Forgot password link. You will receive an email with instructions for changing your password.

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Who can I contact if I'm having trouble using the Patient Portal?

You can call the office during regular working hours and any receptionist can help you with your questions.

How can I be sure I'll receive emails?

To ensure that email correspondence is not sent to your Junk/Spam email folder, you need to add warehampeds.com to your email browser's safe list or address book. If you use a third party whitelist service such as Boxbe, be sure to follow that service's instructions to ensure you receive our emails.

Patient Portal Features

Health Record

The health record is a subset of available information and should **not be regarded as a complete health record**. Some of the health record is filtered to remove sensitive information.

Note: Information from outside sources may not be immediately available.

Problem List

The problem list is a list of diagnoses that either your child has had in the past or currently has. Something that is listed in the problem list isn't necessarily a current problem.

Appointments

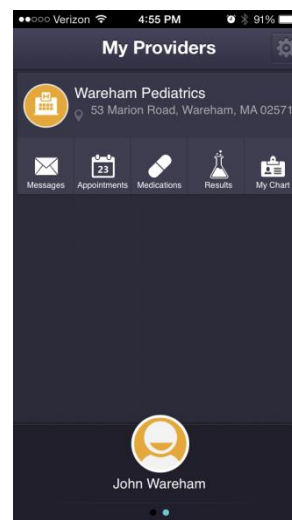
You can request, reschedule, and cancel appointments online. After you complete the online request form, the department will contact you to schedule the appointment. However, you do need to call the office to schedule same day appointments. If you have a medical emergency, dial 911.

Medication Refill Requests

You can request a refill on any medication that is prescribed by a provider here at Wareham Pediatrics.



Healow is a free app for your smartphone.



Healow Features...

- Ability to link multiple accounts (children) to one unique log in
- View and manage your medications
- Send and receive secure messages to and from Wareham Pediatrics