

Patient Portal FAQ

What is the Portal?

The Portal is a free service offered to our patients and their families to facilitate enhanced communication and transfer of information between our staff and our patients.

How do I sign up for the Portal?

A patient portal authorization form must be filled out and signed. Once we "go live" with the portal, you will be sent an email with a user name (please keep a record of the user name for each child) and a link to the portal website. Once you have opened the link, you will be asked to provide your child's last name, gender, and date of birth. You will also be asked to choose a security question and a password. You may choose the same password for each of your children, but they will each have a unique user name.

What if I lose my password?

If you have forgotten your password, there is a link on the log in page for resetting your password. The clinic staff may also be able to assist you with this.

What is the web address for the Portal?

www.gotomyclinic.com/lpa

May I schedule or change appointments through the Portal?

Although you may not schedule a new appointment, you will be sent reminders for upcoming appointments. The reminder will give you the option to confirm or cancel the appointment up to 24 hours prior to the appointment. This may be done on the "Appointments" tab.

How do I print my child's Immunization Record?

Go to the "Health Summary" tab. Click the Immunizations Folder in the column on the left side. A list of all your child's immunizations will appear. Click the printer icon in the toolbar of your browser, or right click the message and select **Print** from the pop-up menu.

May I view my last Visit Health Summary?

Yes, after your appointment a summary of the visit will be sent as a message to your Portal. It may be found on the **Messages** tab in the Inbox section or in **My Recent Messages**. Click the title of the message and then click the title of the attachment to view the Visit Summary.

What if I need to make changes to my child's information?

You may update demographic (address, phone numbers, etc.) and insurance information by clicking "my account" on the upper right corner. You may also reset a password, change your security question or enter a new email on your account page.

May I send messages to the clinic staff?

At this point in time you will not be able to send specific messages or questions to your child's Provider. However, this option may be available in the future.