Navigating MyChildrensPortal

From the Dashboard (main page), you can view some of your child’s health record, manage appointments, renew prescriptions and contact providers. **Use the left pane to navigate sections.**

- **Health Records:** Includes the patient’s clinical documentation and records. Only the sections with information will appear. Click the arrow to access subsections such as:
  - **Lab/Measurements:** View lab results, recent height, weight, BMI and head circumference. Some results, such as STD or HIV tests, may not display due to their sensitive nature.
  - **Microbiology:** View the results of tests performed to identify infections.
  - **Radiology:** View the type of imaging test and the results.
  - **Medications:** View list of active medications. You can also request to renew or refill a prescription.
  - **Procedures:** View current and previous medical procedures, such as surgeries.
  - **Documents:** View discharge instructions and summaries, clinical notes made by the care team, education content and other text-based documents. You can view, download to your personal computer or send to a provider.

- **Messaging:** From here, you can communicate with the care team. You can send or reply to secure messages. A notification is sent to your email address when you have a new message. Messaging is intended for routine health inquiries only. Call your provider for urgent concerns.

- **Appointments:** You can schedule many appointment types using our guided self-scheduling tool. You can also request, revise, cancel or view upcoming appointments.

- **Patient Information:** Submit a request to update information, such as your address or insurance information.

- **Frequently Asked Questions:** Explore the FAQs to see what health information is accessible on the portal and to learn about the beneficial features that will help you manage your child’s care.

Use the top right corner to access account settings and switch between multiple children.

- **Account Settings Tab:** In the top right corner, click the down arrow next to your name to access and manage account information. You can also change the language to Spanish or English.

- **Switch between multiple children:** Select the down arrow next to the child’s name to view a different child’s account.

Portal support is available 24/7 at 877-621-8014