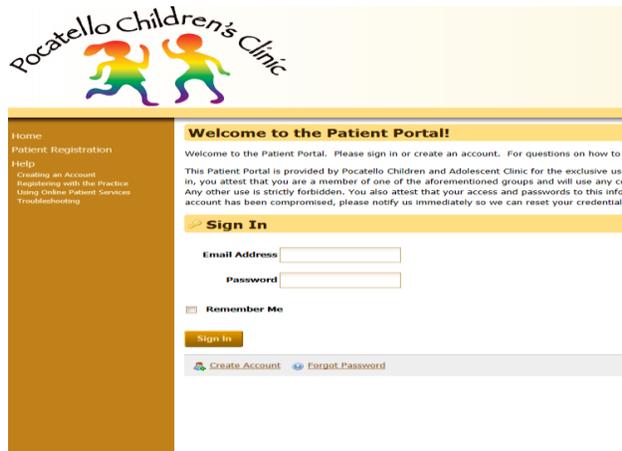# What is the Patient Portal?

Our patient portal is a safe, secure, Pocatello Children's Clinic-hosted web site that allows parents to access certain parts of their children's medical records.

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

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 URL) to ensure the safety and confidentiality of your 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, prescriptions, and immunizations.

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 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?
No, but you can request certain weeks, and times of day. We will do our best to accommodate you. If you have any questions, please call us at 232-1443, during regular business hours.

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 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 between you and our office.

Patient Portal
Sign Up is Easy!

We can quickly create your account for you while you are visiting our office. Your log in will be the email address you have provided to us, and your temporary password is

Then, simply go to our website
www.pocatellochildren.com

click on the **Patient Portal** link, log in with your email address, and you will be prompted for a new password. Once that's complete you'll have access

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If you prefer to create your Patient Portal account from your home computer, **go to our website, click on the PatientPortal link, and follow these simple steps:
1. Click on "Create Account."
2. Provide your name and email address on the Create Account page, then click Save.
3. Once you've completed Steps 1 & 2, you'll receive a confirmation email with a temporary password and instructions on how to finalize your registration.
4. When we've processed your information and finalized your account registration, you'll receive another email from us, telling you that the process is complete. You will now be able to access your child's records.