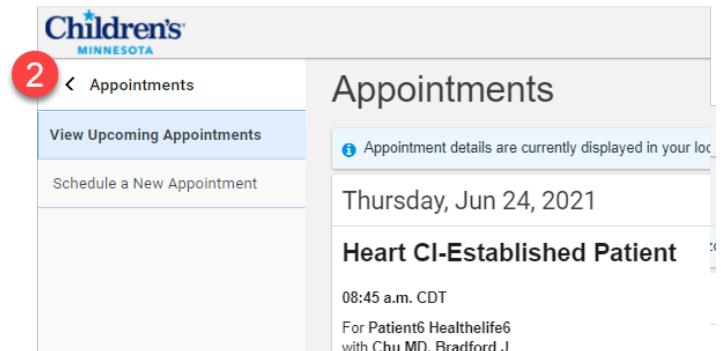
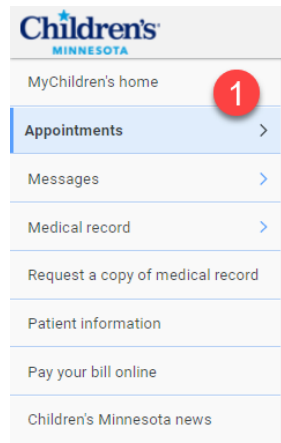


MyChildren's: Introduction

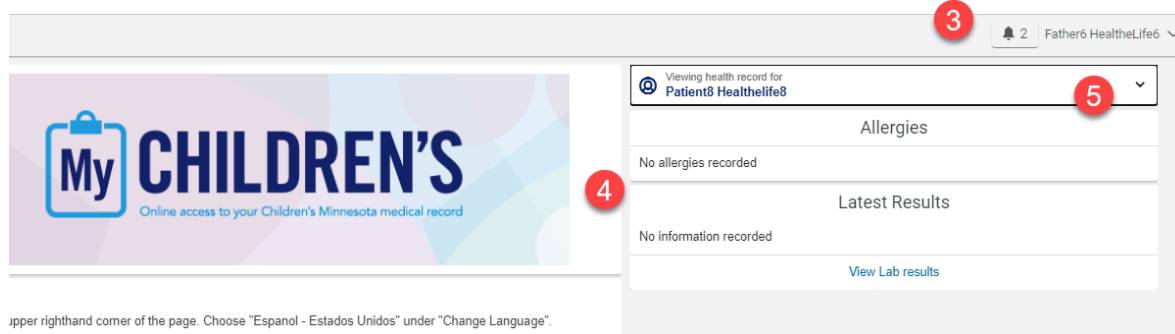
Navigation and Overview

1. Click an item in the menu to view that section.
2. Click the left arrow to go back.



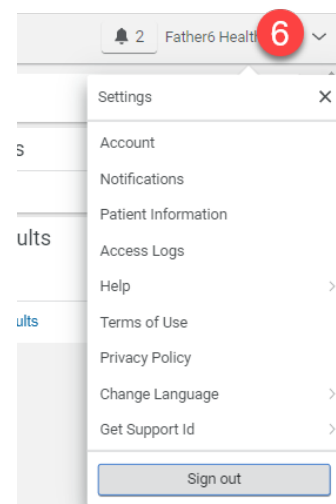
On the right side of the window:

3. The notifications bell indicates the number of upcoming appointments and unopened messages. Click to view.
4. Quick view of Allergies and Latest Results.
5. If multiple patients for this portal, click the down arrow to select a different patient name.



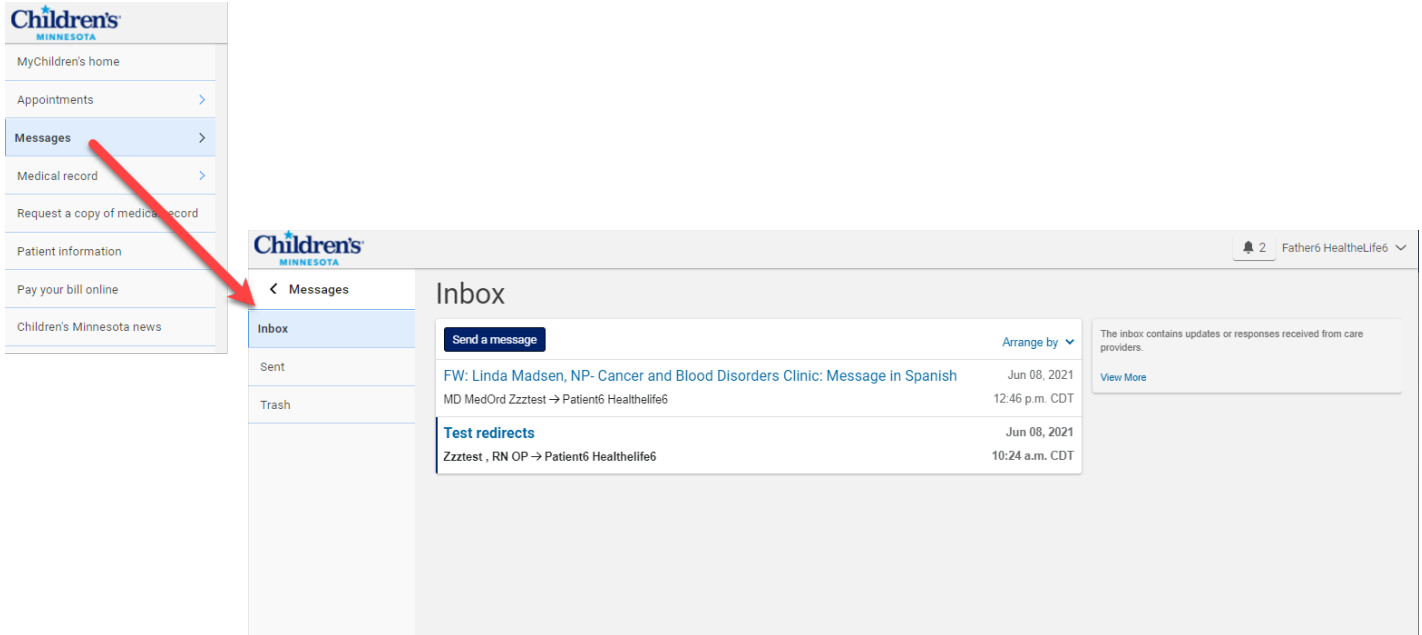
upper righthand corner of the page. Choose "Español - Estados Unidos" under "Change Language".

6. To manage your account settings, click on the down arrow next to your name. For example, you can Change Language or Sign out.

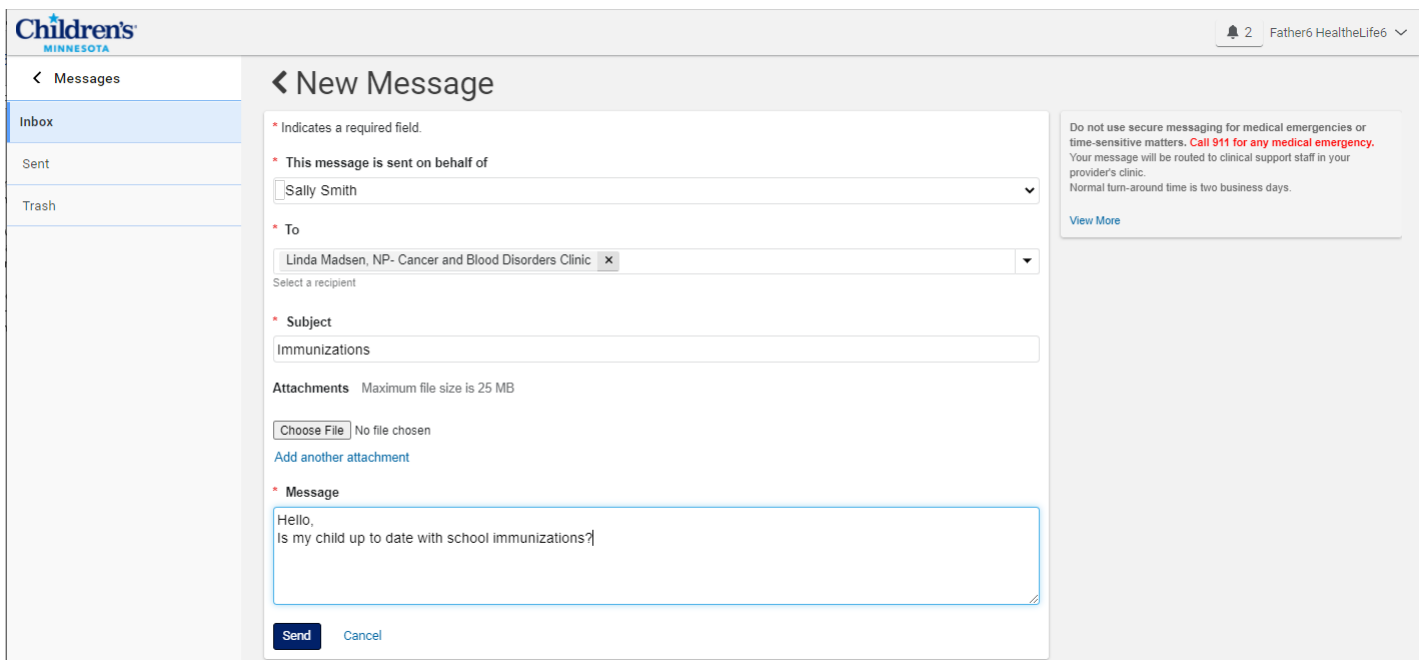


Send a Message to a Provider

In the menu, click Messages. The Inbox will open. Click the Send a message button.



The New Message window opens. Click in the To field and type your provider's name. Enter a Subject. You can also attach a file. Type your Message and click Send.




When a Children's Minnesota care team member has responded to your message, you will receive an email notifying you. Click on the link to access the message. Then enter your username and password to sign in to MyChildren's.

MyChildren's Message Alert

MyChildren's <noreply@iqhealth.com>
To: sherrysmithe1213@yahoo.com

There is a new message waiting for you in MyChildren's. To retrieve this message, log into your MyChildren's account [here](#).
If you have trouble logging in or accessing this link, please contact our technical support at 1 (877) 621-8014.

Please do not reply to this email.



Children's
MINNESOTA

Sign in to MyChildren's

Email address or username
sherrysmithe1213@yahoo.com

Password

Sign in

[Forgot your password?](#)

Feel free to review our [terms of use](#) and [privacy policy](#) for more information. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

From the message, you can Reply, Forward or even go to Appointments and schedule the appointment.

< FW: Linda Madsen, NP- Cancer and Blood Disorders Clinic: Message in Spanish

Reply **Forward** Trash

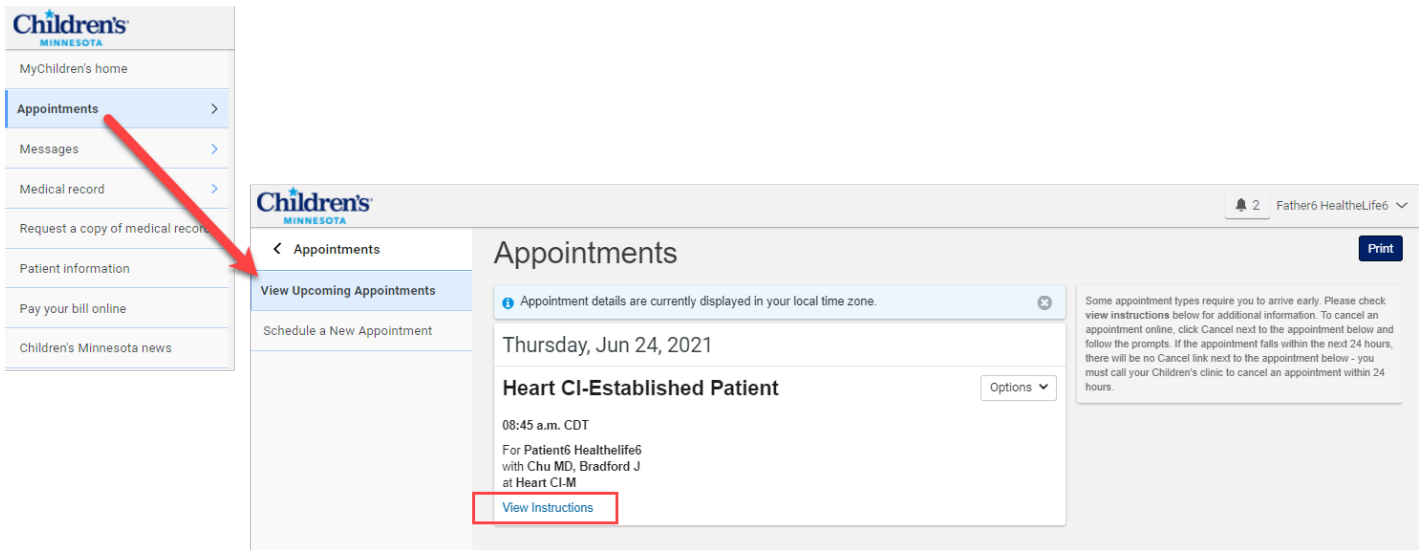
Print

From: Zzttest, MD Med Ord
To: Healthlife6, Patient6
Sent: 6/8/2021 12:46:39 CDT
Subject: FW: Linda Madsen, NP- Cancer and Blood Disorders Clinic: Message in Spanish

Message to the patient to call them at 123-456-7896

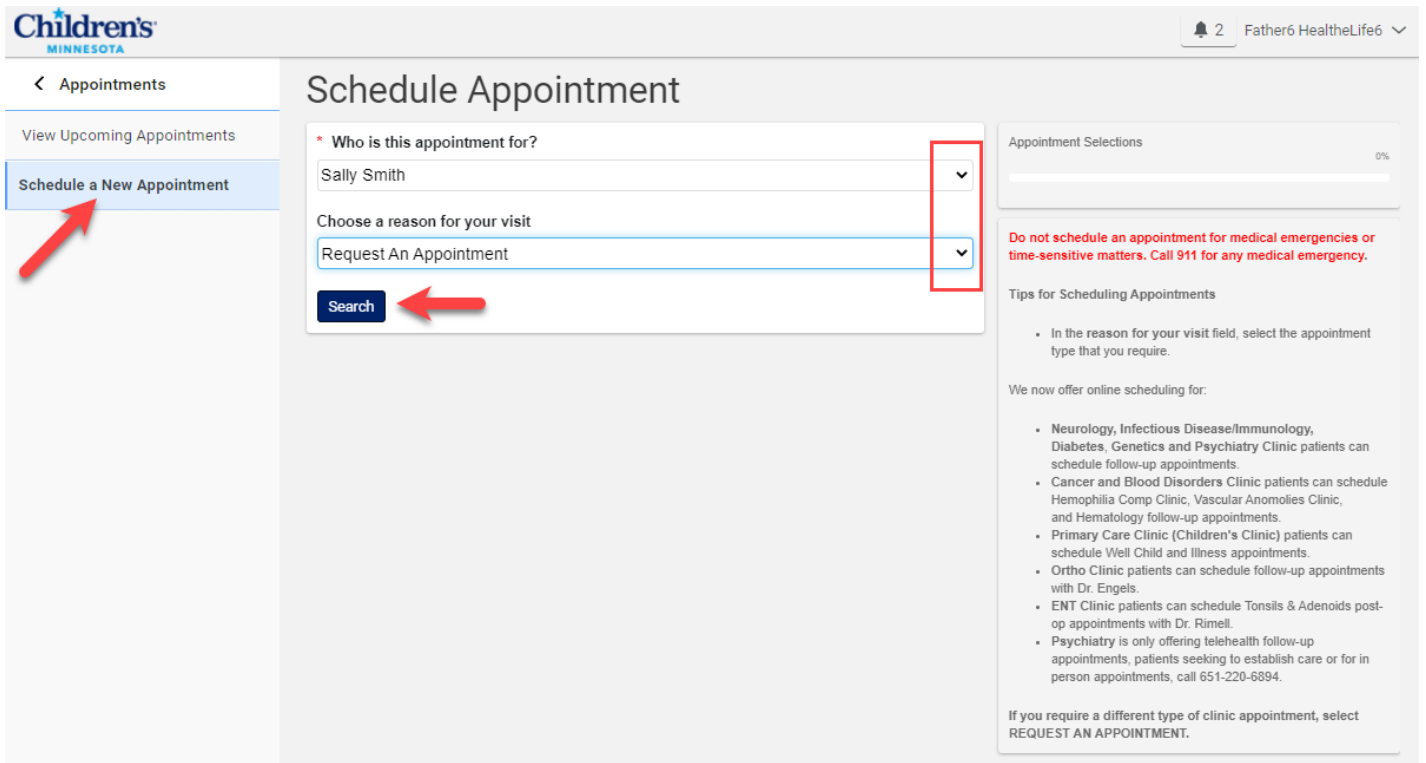
View Appointments

In the menu, click Appointments to View Upcoming Appointments. The patient's upcoming appointments display. Click View Instructions to see any instructions for the appointment.



Schedule Appointments

In the menu, click Appointments and then click Schedule a New Appointment. Use the down arrows to select who the appointment is for and a reason for your visit. Click Search.



A form opens where you can enter details of your appointment request. Refer to the "Tips for Scheduling Appointments" for help completing the form. Once you complete the required fields, click Send request.

Children's MINNESOTA 2 Father6 HealthLife6

Appointments

View Upcoming Appointments

Schedule a New Appointment

Request an Appointment

* Indicates a required field.

* Who is this appointment for?
Sally Smith ✓

Type of appointment
Request An Appointment

* Send request to:
General Pediatrics Clinic (Minneapolis) x

Select a recipient

Do you have a preferred provider?

* When would you like to visit?
 First available
 Select a date range

Which day do you prefer?
 Sun Mon Tue Wed Thur Fri Sat

What is your preferred time?
8:00 AM - 12:00 noon
Example: Afternoon or 2:00pm

* Why is this appointment needed?
Immunizations

* If follow-up is needed regarding this appointment, how should we contact you?
 By secure message
 By phone (please provide number)

Example: (555) 555-5555

Send request

Do not use secure messaging for medical emergencies or time-sensitive matters. Call 911 for any medical emergency.
Your message will be routed to clinical support staff in your provider's clinic.
Normal turn-around time is two business days.

Tips for Scheduling Appointments

- In the Send Request To field, type CLINIC to see the full list of options.
- In the Preferred Doctor box indicate SPECIFIC clinicians you prefer for this appointment, or "Any available".
- In the date/time boxes type the date RANGE and time RANGE you prefer for the appointment.

You will receive a MESSAGE regarding you request within two business days, at which time the appointment will appear in View Upcoming appointments.

[View More](#)

When the scheduler responds to your appointment request, you'll receive an email about the appointment. Click the link to go back to MyChildren's to view the email. Then navigate to Upcoming Appointments to view the appointment.

The image shows an email notification from MyChildren's and a screenshot of the MyChildren's website's appointment page. The email, titled "MyChildren's Message Alert", contains a message from "MyChildren's <noreply@iqhealth.com>" to "sherrysmith1213@yahoo.com". It states: "There is a new message waiting for you in MyChildren's. To retrieve this message, log into your MyChildren's account [here](#). If you have trouble logging in or accessing this link, please contact our technical support at 1 (877) 621-8014. Please do not reply to this email." The website screenshot shows the "Appointments" section with a sub-header "View Upcoming Appointments" and a "Schedule a New Appointment" button. The main content area displays "Thursday, Jun 24, 2021" and "Heart CI-Established Patient" with a time of "08:45 a.m. CDT". It lists the provider as "For Patient6 Healthlife6 with Chu MD, Bradford J at Heart CI-M" and includes a "Hide Instructions" link and a "Before you come in" section with instructions: "23 Please arrive 15 minutes early to complete paperwork, and bring a photo ID and your insurance card. Any applicable copayment will be due at the time of service." A red arrow points from the "here" link in the email to the "Appointments" header on the website.

Review Patient Information

In the menu, click Patient Information. Here you can view the patient's personal details, address, insurance information, personal contacts and medical contacts. Refer to the instructions on the right side of the window if you need help updating information. Once you complete the form, click Send update request.

Children's MINNESOTA

MyChildren's home

Appointments >

Messages >

Medical record >

Request a copy of medical record

Patient information

Pay your bill online

Children's Minnesota news

Patient Information

Viewing health record for **Sally Smithe**

Personal Details

Name
Sally Smithe

Date of birth
Month: January Day: 1 Year: 2009
Enter the year as 4 digits.

Address

Street address 1
1000 Oak Street

Street address 2

City Saint Paul **State** MN

Medical Contacts

Primary Care Physician Mackey MD, Paula **Business phone** 6128136107

If you made changes to the information above, please click Send below to submit your request. Incorrect information will continue to display until we enter your corrections into the system.

* Indicates a required field.

To *
General Pediatrics Clinic (Minneapolis)

Comments

Sherry Smithe ... **Send update request**

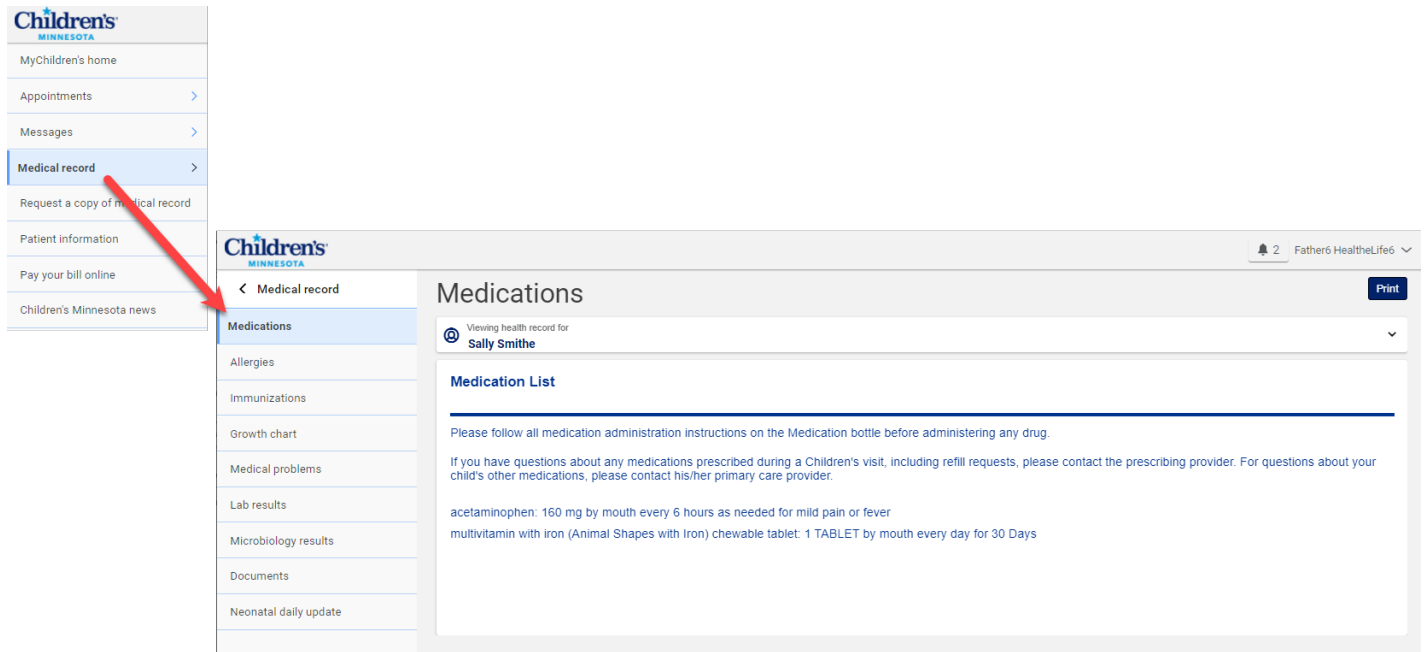
Do not use secure messaging for medical emergencies or time-sensitive matters. Call 911 for any medical emergency.
Your message will be routed to clinical support staff in your provider's clinic.
Normal turn-around time is two business days.

The information shown below is in the electronic medical record. If anything is incorrect, please replace the information in the appropriate boxes. Your request will be sent to us once you select a clinic in the TO field and click Send below. Note that the incorrect information will continue to display until we enter your corrections, usually within two business days.

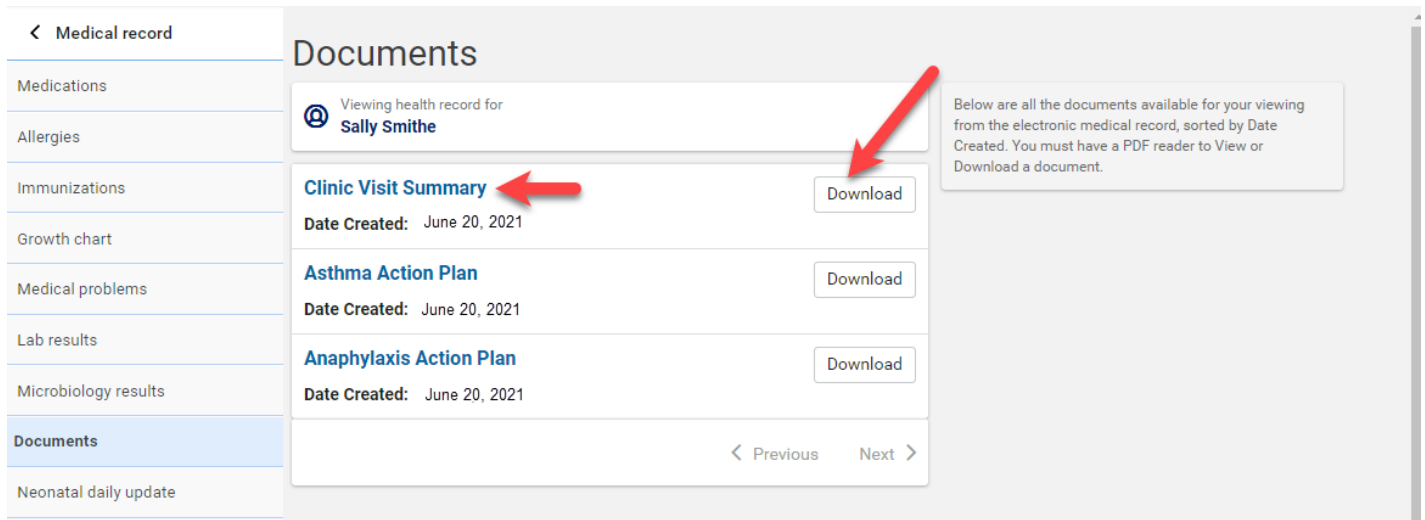
[View More](#)

Medical Record (Clinical Results)

In the menu, click Medical record to expand the list. You can click any of these items to view clinical information from the patient's medical record. In this case Medications is selected. The patient's medications display on the right.



From the Documents section you can click a title to open a document or click Download to download the document to your computer.



Request a Copy of Medical Record

In the menu, click Request a copy of medical record. Follow the instructions to complete a Release of Information (ROI) form and send it attached to a message.

The screenshot shows the MyChildren's Minnesota website interface. On the left is a navigation menu with the following items: MyChildren's home, Appointments, Messages, Medical record, Request a copy of medical record (highlighted with a blue bar and a red arrow pointing to it), Patient information, Pay your bill online, and Children's Minnesota news. The main content area is titled 'Request a copy of medical record' and contains a section 'Get copies of medical records'. Below this title is a paragraph: 'To ensure the privacy of patients and their families, parents or guardians must sign a Release of Information (ROI) form to get a copy of their child's medical records.' This is followed by a numbered list of four steps: 1. Print the Release of Information (ROI) form; 2. Complete the ROI form; 3. Scan or take a photo of the form; 4. Create a new message in MyChildren's. Attach your completed ROI form and send to Health Information Management.

Pay Your Bill Online

In the menu, click Pay your bill online. Follow the instructions to pay hospital, clinic or home care/home infusion bills.

The screenshot shows the MyChildren's Minnesota website interface. On the left is a navigation menu with the following items: MyChildren's home, Appointments, Messages, Medical record, Request a copy of medical record, Patient information, Pay your bill online (highlighted with a blue bar and a red arrow pointing to it), and Children's Minnesota news. The main content area is titled 'Pay your bill online' and contains three sections: 'Pay your hospital-based services bill', 'Pay your clinic bill', and 'Pay your home care or home infusion bill'. Each section includes a brief description of the service and a link to pay the bill. The 'Pay your hospital-based services bill' section also includes a sub-section 'Pay your hospital bill' with a bullet point: 'We have switched to a new bill pay portal to improve your experience. If you haven't used the new portal yet, you will need to create a new account. You can also make a one-time payment without an account.'

Children's Minnesota News

In the menu, click Children's Minnesota news for the latest noteworthy news.

The screenshot shows the MyChildren's Minnesota website interface. On the left is a vertical navigation menu with the following items: MyChildren's home, Appointments, Messages, Medical record, Request a copy of medical record, Patient information, Pay your bill online, and Children's Minnesota news (which is highlighted). The main content area is titled "Children's Minnesota news" and features a white alert box with the following text:

Important information about your virtual care visit

Thank you for choosing Children's Minnesota for your child's health care needs. If your child has a virtual care visit scheduled with a Children's Minnesota clinic, **please install Vidyo Connect on your mobile device now if you have not already.** Download the application for either [iOS](#) or [Android](#). In 2020, Children's Minnesota replaced the Vidyo Mobile application previously used on mobile devices with an improved application called Vidyo Connect. The upgrade to Vidyo Connect enhanced video quality and added a chat function.

For questions or concerns, call the Children's Minnesota Virtual Care Call Center at 952-992-5400 or your Children's Minnesota clinic. Thank you for entrusting us with your child's care.