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.

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.

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

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.
**Children’s Minnesota News**

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

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### 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 Vidsy 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 Vidsy Mobile application previously used on mobile devices with an improved application called Vidsy Connect. The upgrade to Vidsy Connect enhanced video quality and added a chat function.

For questions or concerns, call the Children’s Minnesota Virtual Care Call Center at 952-882-5400 or your Children’s Minnesota clinic. Thank you for entrusting us with your child’s care.