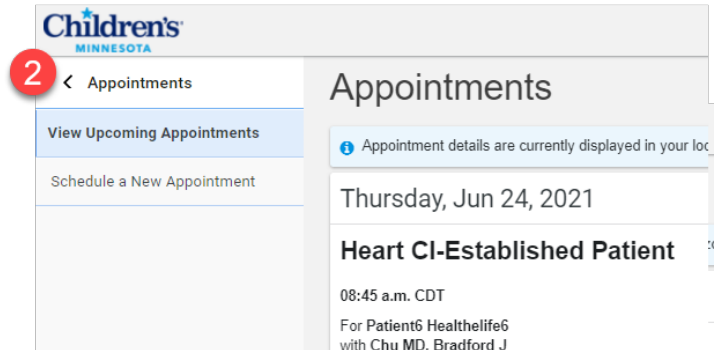
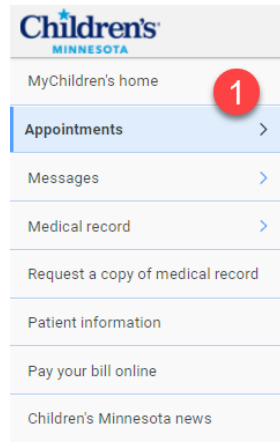


## MyChildren's: Introduction

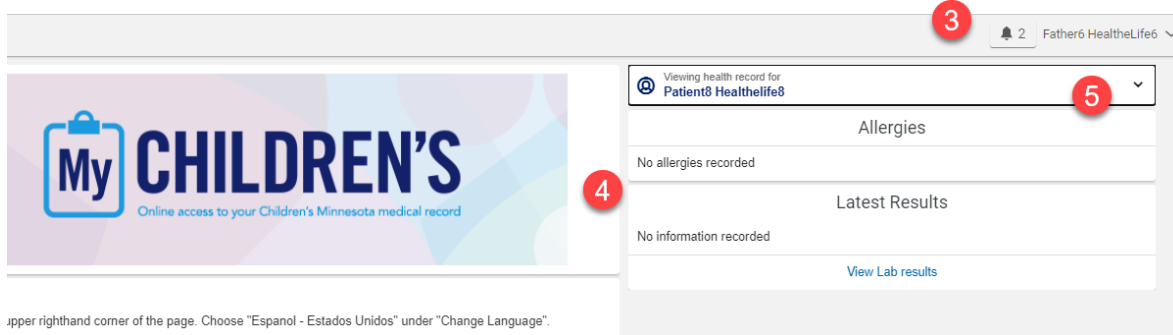
### Navigation and Overview

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



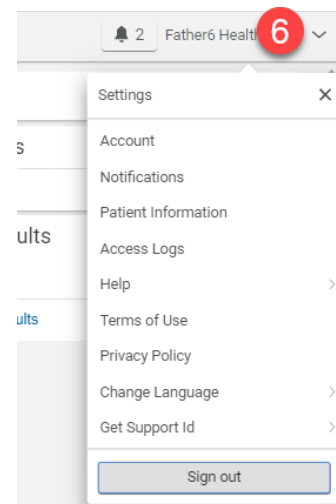
On the right side of the window:

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 there are multiple patients for this portal, click the down arrow to select a different patient name.



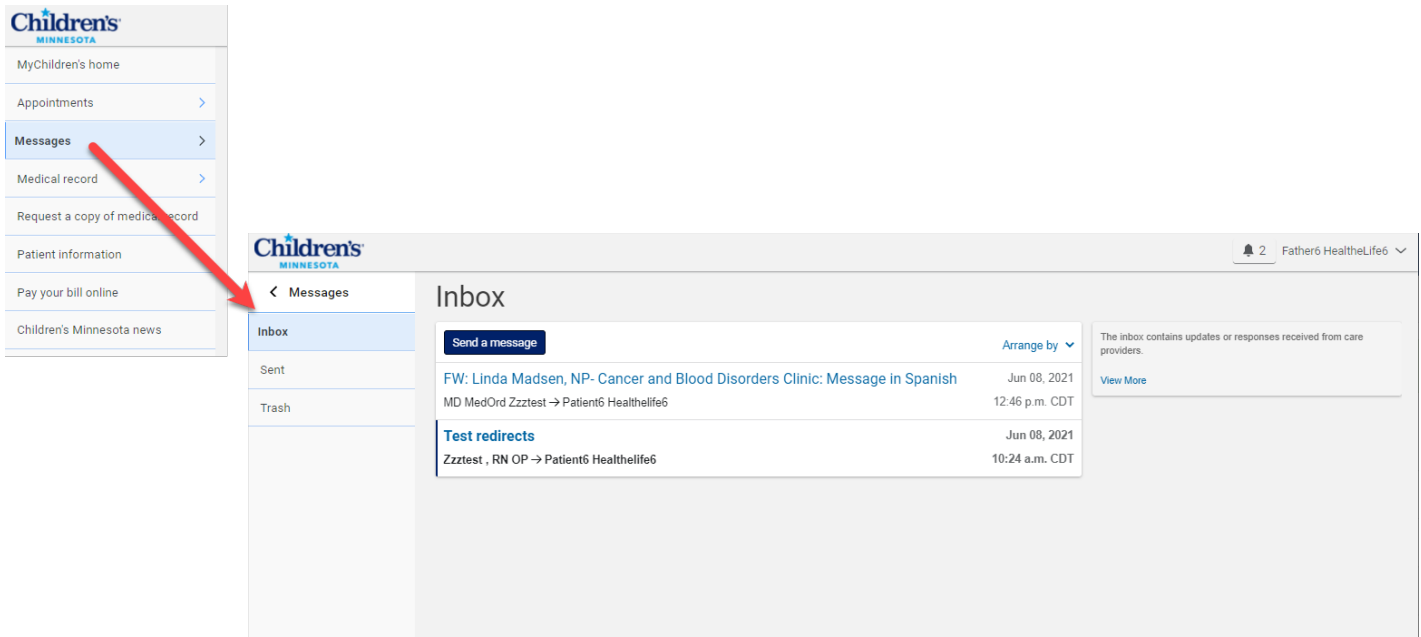
upper righthand corner of the page. Choose "Español - Estados Unidos" under "Change Language".

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

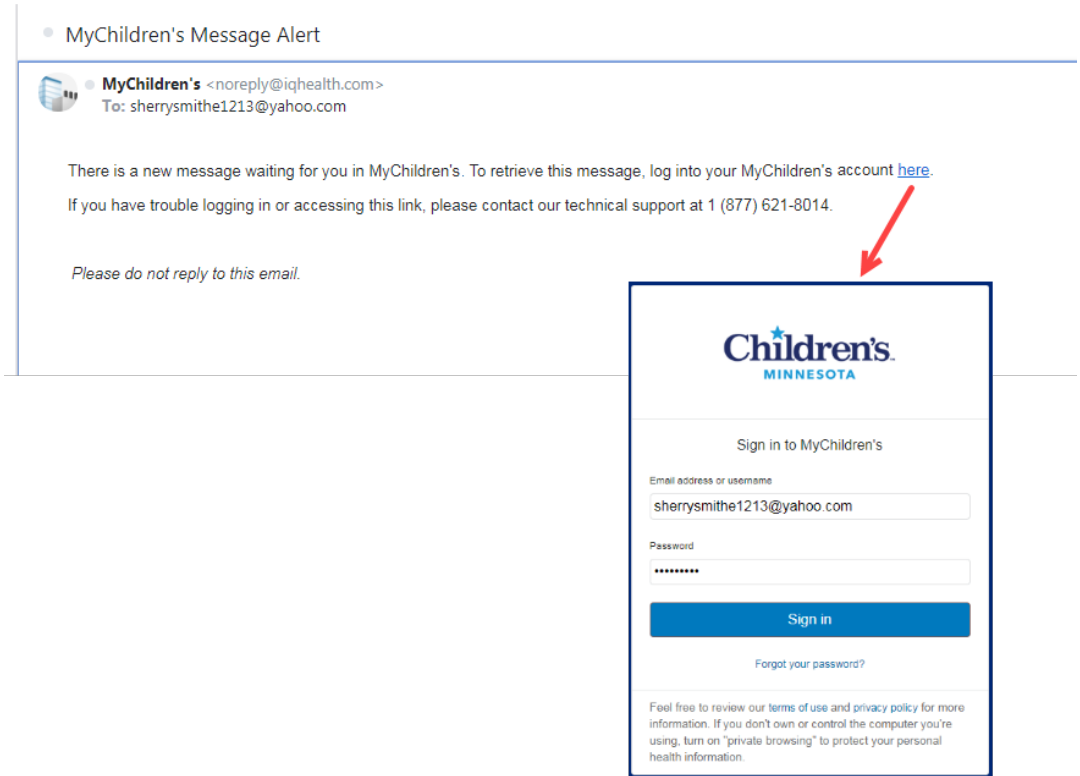
In the menu, click **Messages**. The Inbox will open. Click the **Send a message** button.



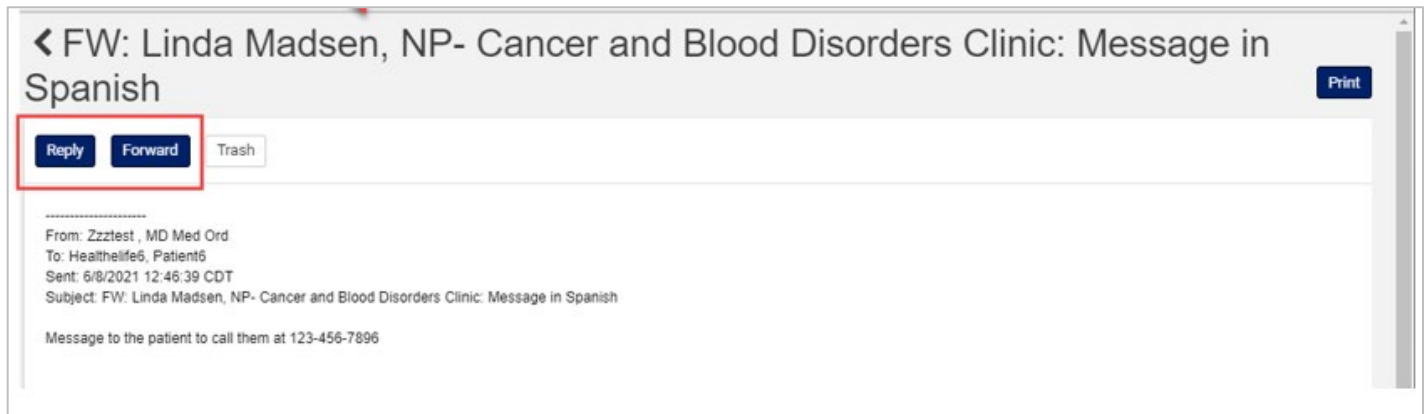
The New Message window opens. Click in the **To** field and type your provider's name. Enter a **Subject**. You can also attach a file. Type your Message and click **Send**.

The screenshot shows the 'New Message' form. It includes fields for 'From' (Sally Smith), 'To' (Linda Madsen, NP- Cancer and Blood Disorders Clinic), and 'Subject' (Immunizations). There is an 'Attachments' section with a 'Choose File' button and a 'Message' text area containing the text: 'Hello, Is my child up to date with school immunizations?'. The form has 'Send' and 'Cancel' buttons at the bottom. A disclaimer on the right states: '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. View More'.

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.

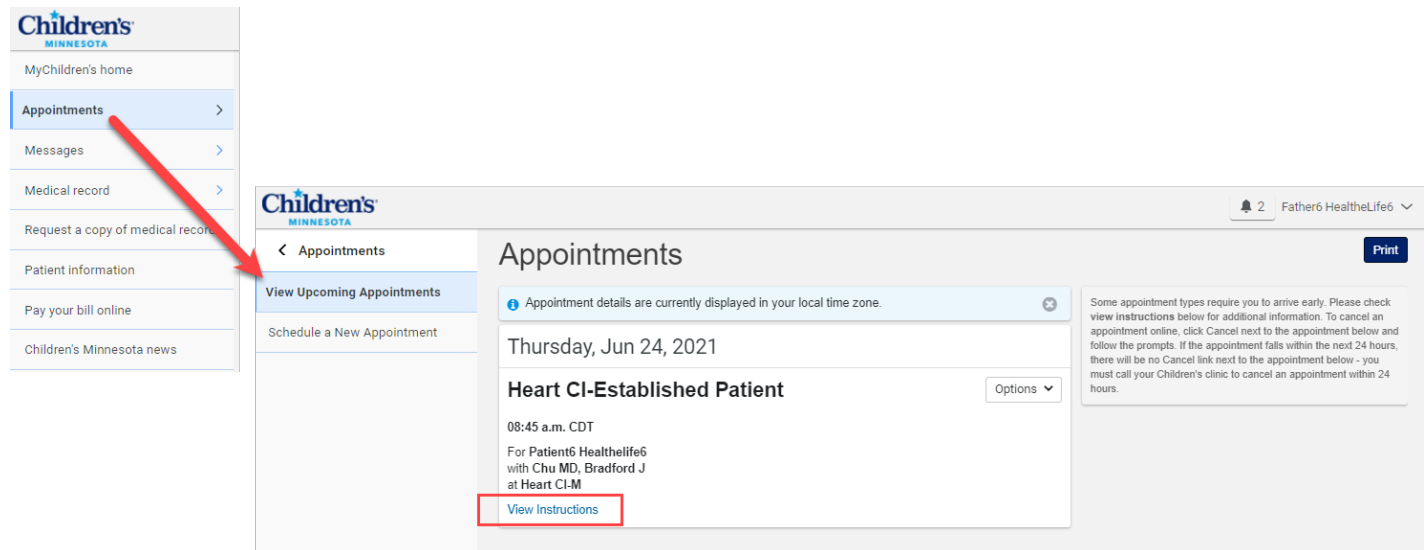


From the message, you can **Reply**, **Forward** or even go to Appointments and schedule the appointment.



## View Appointments

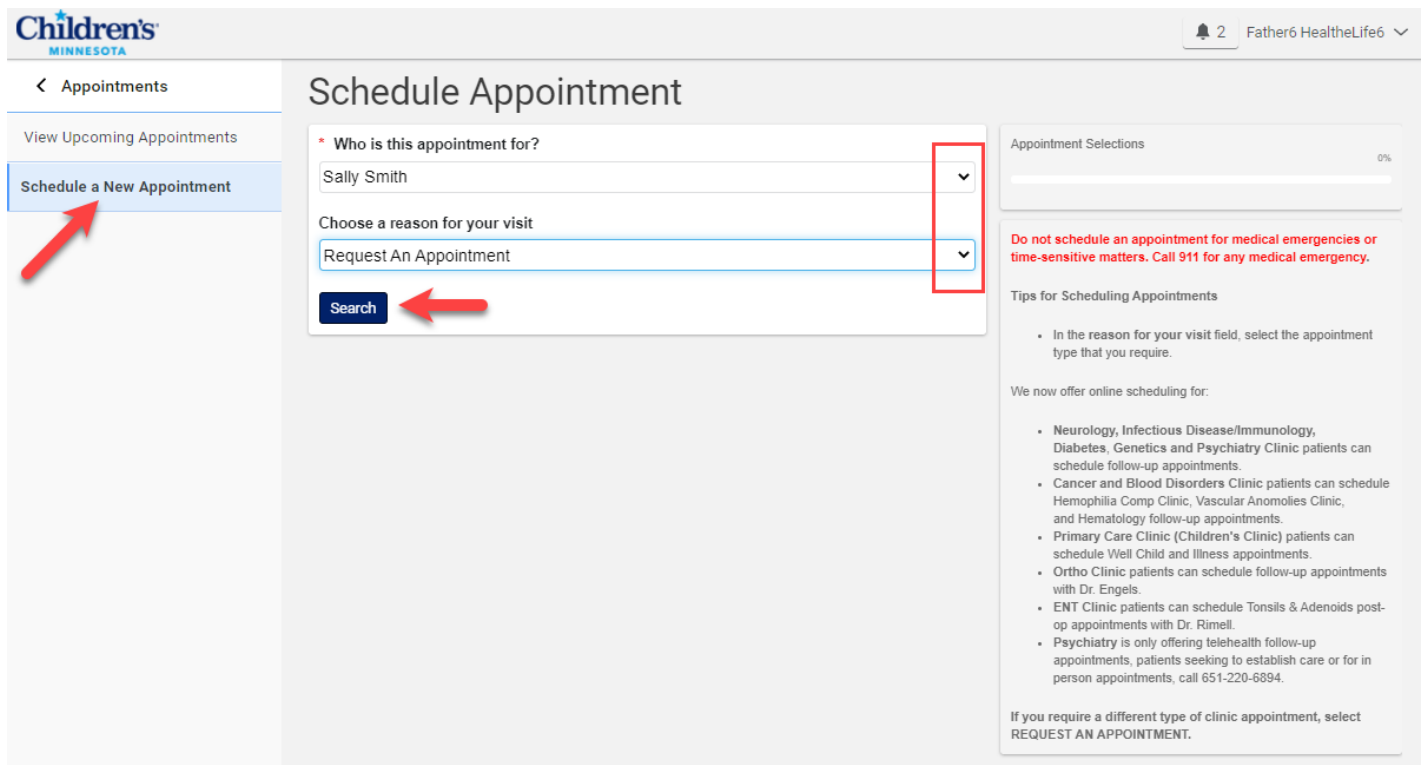
In the menu, click **Appointments** to View Upcoming Appointments. The patient's upcoming appointments display. Click **View Instructions** to see any instructions for the appointment.



The screenshot shows the MyChildren's Minnesota website. On the left, a navigation menu has 'Appointments' highlighted with a red arrow pointing to the 'View Upcoming Appointments' button on the main page. The main content area shows the 'Appointments' page for 'Father6 HealthLife6'. It displays the date 'Thursday, Jun 24, 2021' and the appointment type 'Heart CI-Established Patient'. Below this, it shows the time '08:45 a.m. CDT' and the location 'For Patient6 HealthLife6 with Chu MD, Bradford J at Heart CI-M'. A red box highlights the 'View Instructions' link.

## 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**.



The screenshot shows the 'Schedule Appointment' page on the MyChildren's Minnesota website. On the left, a navigation menu has 'Appointments' highlighted, and 'Schedule a New Appointment' is selected with a red arrow pointing to the 'Search' button. The main content area shows the 'Schedule Appointment' form. It has two dropdown menus: 'Who is this appointment for?' with 'Sally Smith' selected, and 'Choose a reason for your visit' with 'Request An Appointment' selected. A red box highlights these two dropdown menus. Below the dropdowns is a 'Search' button with a red arrow pointing to it. On the right, there is a section for 'Appointment Selections' showing '0%' and a warning: 'Do not schedule an appointment for medical emergencies or time-sensitive matters. Call 911 for any medical emergency.' Below this is a section for 'Tips for Scheduling Appointments' with a list of appointment types and a note: 'We now offer online scheduling for:'. The list includes: Neurology, Infectious Disease/Immunology, Diabetes, Genetics and Psychiatry Clinic patients can schedule follow-up appointments; Cancer and Blood Disorders Clinic patients can schedule Hemophilia Comp Clinic, Vascular Anomalies Clinic, and Hematology follow-up appointments; Primary Care Clinic (Children's Clinic) patients can schedule Well Child and Illness appointments; Ortho Clinic patients can schedule follow-up appointments with Dr. Engels; ENT Clinic patients can schedule Tonsils & Adenoids post-op appointments with Dr. Rimell; Psychiatry is only offering telehealth follow-up appointments, patients seeking to establish care or for in person appointments, call 651-220-6894. At the bottom, it says: 'If you require a different type of clinic appointment, select REQUEST AN APPOINTMENT.'

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 HealtheLife6

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 your 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.

MyChildren's Message Alert

MyChildren's <noreply@icghealth.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

< Appointments

View Upcoming Appointments

Schedule a New Appointment

Appointments

Appointment details are currently displayed in your local time zone.

Thursday, Jun 24, 2021

Heart CI-Established Patient

Options ▾

08:45 a.m. CDT

For Patient6 Healthlife6  
with Chu MD, Bradford J  
at Heart CI-M

[Hide Instructions](#)

**Before you come in**

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.

Some appointment types require you to arrive early. Please check view instructions below for additional information. To cancel an appointment online, click Cancel next to the appointment below and follow the prompts. If the appointment falls within the next 24 hours, there will be no Cancel link next to the appointment below - you must call your Children's clinic to cancel an appointment within 24 hours.

Print

## 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.

The screenshot shows the MyChildren's Minnesota website. On the left, a sidebar menu is expanded to 'Medical record', with 'Medications' selected. A red arrow points to this menu item. The main content area is titled 'Medications' and shows the patient's name 'Sally Smithe'. Below this, a 'Medication List' is displayed with instructions: 'Please follow all medication administration instructions on the Medication bottle before administering any drug.' and 'If you have questions about any medications prescribed during a Children's visit, including refill requests, please contact the prescribing provider. For questions about your child's other medications, please contact his/her primary care provider.' The list includes two medications: 'acetaminophen: 160 mg by mouth every 6 hours as needed for mild pain or fever' and 'multivitamin with iron (Animal Shapes with Iron) chewable tablet: 1 TABLET by mouth every day for 30 Days'. A 'Print' button is visible in the top right corner.

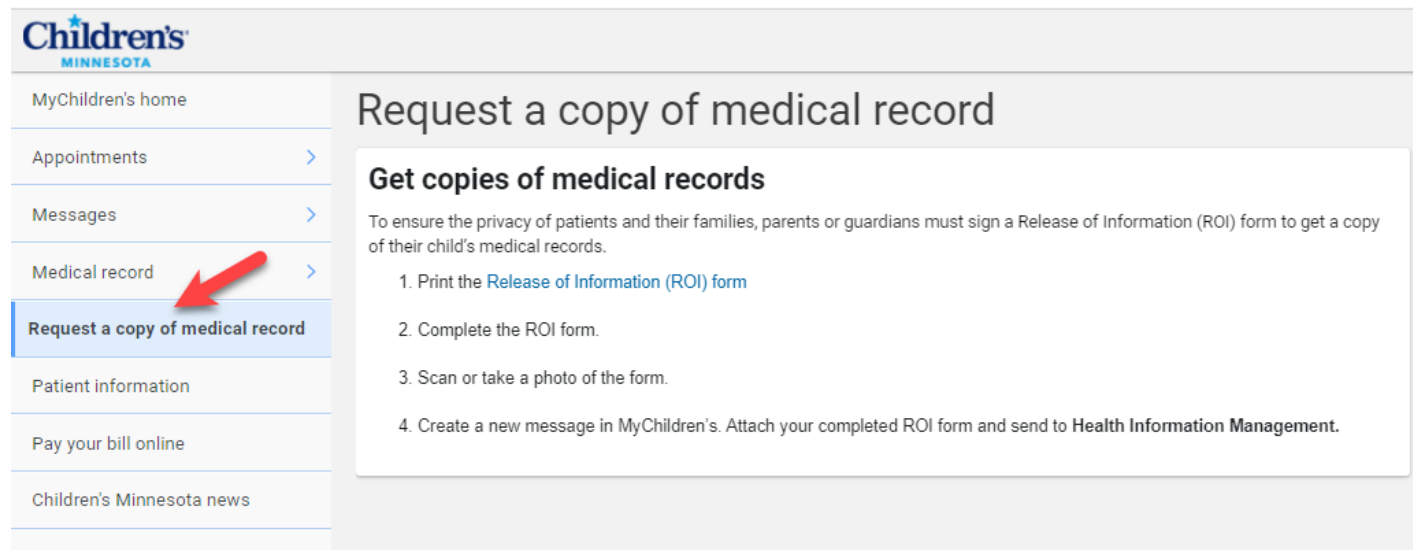
From the **Documents** section you can click a title to open a document or click **Download** to download the document to your computer.

The screenshot shows the MyChildren's Minnesota website with the 'Documents' section selected in the sidebar menu. The main content area is titled 'Documents' and shows the patient's name 'Sally Smithe'. Below this, a list of documents is displayed: 'Clinic Visit Summary', 'Asthma Action Plan', and 'Anaphylaxis Action Plan'. Each document entry includes a 'Date Created' of 'June 20, 2021' and a 'Download' button. A red arrow points to the 'Clinic Visit Summary' title, and another red arrow points to a 'Download' button. A text box on the right states: 'Below are all the documents available for your viewing from the electronic medical record, sorted by Date Created. You must have a PDF reader to View or Download a document.' Navigation buttons for 'Previous' and 'Next' are at the bottom of the document list.



## Request a Copy of Medical Record

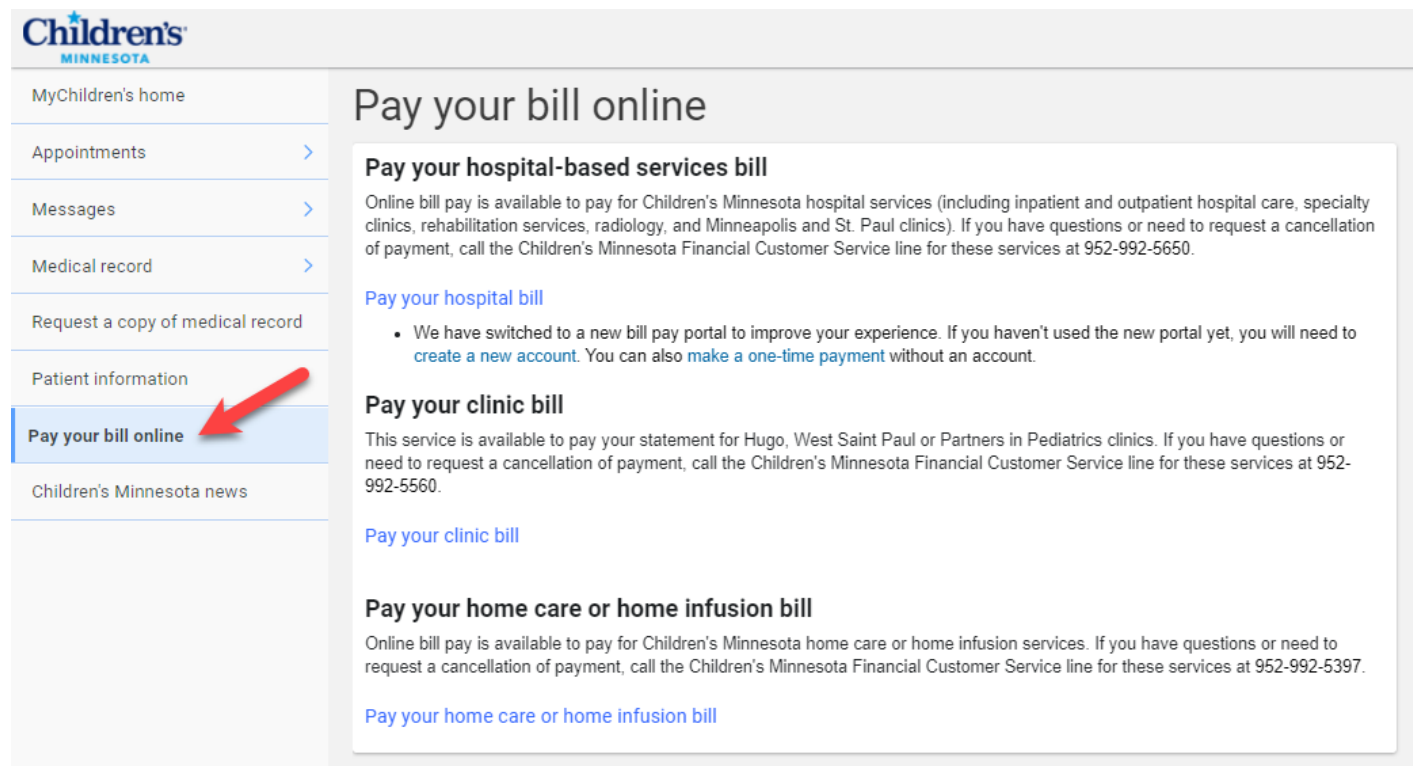
In the menu, click **Request a copy of medical record**. Follow the instructions to complete a Release of Information (ROI) form and send it attached to a message.



The screenshot shows the MyChildren's home page. On the left is a vertical menu with the following items: MyChildren's home, Appointments, Messages, Medical record, **Request a copy of medical record** (highlighted with a red arrow), 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'. This section explains that to ensure privacy, parents or guardians must sign a Release of Information (ROI) form. It then lists four steps: 1. Print the [Release of Information \(ROI\) form](#), 2. Complete the ROI form, 3. Scan or take a photo of the form, and 4. Create a new message in MyChildren's. Attach your completed ROI form and send to **Health Information Management**.

## Pay Your Bill Online

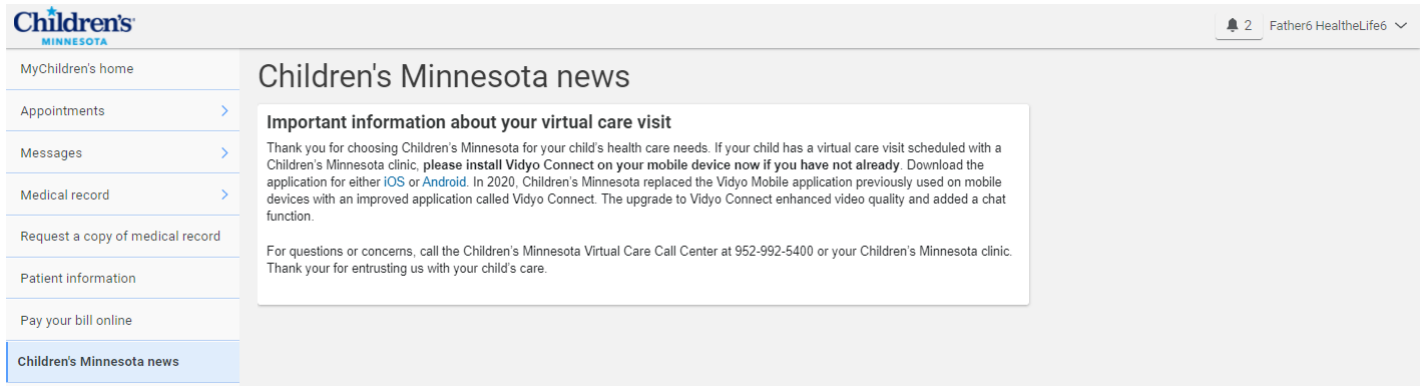
In the menu, click **Pay your bill online**. Follow the instructions to pay hospital, clinic or home care/home infusion bills.



The screenshot shows the MyChildren's home page. On the left is a vertical 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 red arrow), 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 provides information about online bill pay availability and contact details for the Children's Minnesota Financial Customer Service line. Below each section is a link to 'Pay your [service type] bill'.

## 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 in blue). The main content area on the right is titled "Children's Minnesota news". Below this title is a white box containing 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.

In the top right corner of the website, there is a notification bell icon with the number "2" and a user profile dropdown menu showing "Father6 HealtheLife6" with a downward arrow.