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Patient Portal and Use of Electronic Communications

To better serve our patients, our office has established a Patient Portal for some forms of communication. The Patient Portal is a simple way to access your child's health information online. In addition, the Patient Portal allows you to:

- View and request appointments
- View and print immunization records for school and day care
- Request prescription refills
- Retrieve test/lab results
- View and update your child's demographic information
- View billing statements and balance
- Make secure credit card payments
- Communicate with our office by sending and receiving secure messages

For routine matters that do not require immediate response, please feel free to contact us through the Patient Portal. Please remember however, that this form of communication is not appropriate for use in an emergency. The turnaround time for routine patient communications is approximately one business day. Should you require urgent or immediate attention, please contact our office directly.

Communications relating to diagnosis and treatment will be filed in your medical record.

This office is dedicated to keeping your child's medical record information confidential. Despite our best efforts, due to the nature of electronic communications, third parties may have access to messages. When communicating from work, you should be aware that some companies consider electronic communications corporate property and your messages may be monitored. Even when emailing from home, you may feel that access to your electronic communications is not well controlled, so you should take that into consideration. In addition, you should be aware that, although addressed to your child's provider, the staff and/or other providers would have access to this information.
