# My Kid's Chart User's Guide

PCC

My Kid's Chart is the patient portal for your pediatrician's office. You can use My Kid's Chart to access medical records, communicate with your pediatrician, pay our bill, and more.

Use this guide to learn how to log in to My Kid's Chart, review your child's records, and send messages to your pediatrician. You'll also find instructions for reviewing your outstanding balance and reviewing a log of activity on your account. For more information, contact your pediatrician's office.
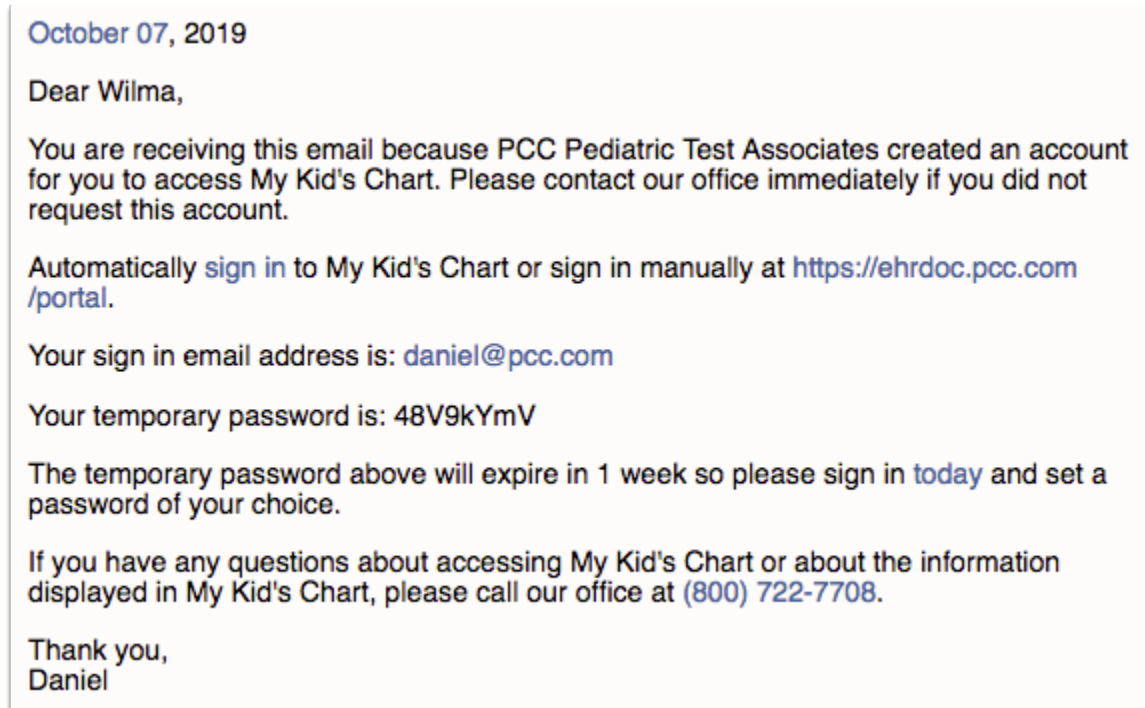
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**Contents**

# Get an Account

In order to access your child's information through the portal, you need to get a portal account.

Call your pediatrician's office; they will ask for your e-mail address and verify which patient records you are authorized to access. Then they will create an account for you.

Next, you will receive an e-mail with your temporary login information.

October 07, 2019

Dear Wilma,

You are receiving this email because PCC Pediatric Test Associates created an account for you to access My Kid's Chart. Please contact our office immediately if you did not request this account.

Automatically sign in to My Kid's Chart or sign in manually at https://ehrdoc.pcc.com /portal.

Your sign in email address is: daniel@pcc.com

Your temporary password is: 48V9kYmV

The temporary password above will expire in 1 week so please sign in today and set a password of your choice.

If you have any questions about accessing My Kid's Chart or about the information displayed in My Kid's Chart, please call our office at (800) 722-7708.

Thank you,
Daniel

# Log In to My Kid's Chart

After you receive your new account e-mail, you can click on the "sign in" link in the Welcome e-mail or type the URL into a Web browser. You can use My Kid's Chart on a personal computer or on your smart phone.

Portal     ×   +

https://pccpeds.pcc.com/portal/

My Kid's Chart
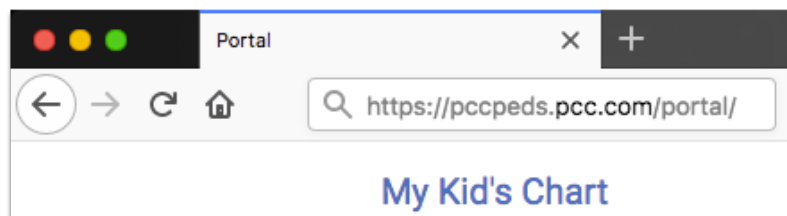
You may want to bookmark or save this link for later.

Next, enter your e-mail address and temporary password to log in.

If your portal account has just been created, you'll need to verify the birthdate of the oldest (living) patient on your account. You'll only need to do this the first time you sign in, or if you ask

your pediatrician's office to reset your password for you.
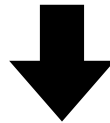
## My Kid's Chart

Email Address

wilma@yabadabadoo.com

Password

••••••••••

☐ Keep me signed in

**Sign In**

Forgot Password?

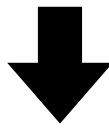Terms and Conditions

## My Kid's Chart

## Identity Verification

Please enter the birthdate for Dino.

mm / dd / yyyy

This one-time question helps us confirm your identity and secure your account.

**Verify**

**Sign Out** | **My Kid's Chart** | **Settings**

Welcome Wilma Flintstone

**Patient Charts**

Dino Flintstone 07/21/15

Pebbles Flintstone 09/10/09

**Upcoming Appointments**

Tue 10/01/19 10:12am Dino ⌄

Tue 10/01/19 4:05pm Pebbles ⌄

Sun 12/08/19 12:22pm Pebbles ⌄

**Messages**

**Create Message**

**Contact Us**

Burlington Pediatrics
802-846-2197
Suite 7 - Downstairs
20 Winooski Downs Way
Winooski Down, VT 05401

**First Time Login:** If this is your first time logging in, My Kid's Chart will ask you to enter a new password when you log in.

**Enable Cookies:** My Kid's Chart uses cookies to keep you logged in. If you have trouble logging in, or find yourself being logged out frequently, ensure that your browser accepts cookies.

Once you log in, you will see your child/children listed, along with any upcoming appointments they may have. You may also see a Messages section for sending messages to the office, if your pediatrician's office has activated that feature.

- **Do You See the Patients You Expect?:** If you are a parent or guardian of several children, your pediatrician's office can add each child to your user account. Patients can also appear on more than one login, so more than one parent or guardian, and the patient themselves, may be granted an account with access to the same patient's medical records. Contact your pediatrician's office if you are not seeing the patients you expect to see.
- **Automatic Log Out:** After 5 minutes of inactivity, MyKidsChart will log you out.
- **Does Your Name Appear Correctly?:** You can click the "Settings" button to change how your name appears on the screen.

## Review Your Child's Records

Click on your child's name to open their medical records.

**Pebbles Flintstone**

Sex: Female
Birthdate: 09/10/09
Last Physical: 09/18/18

**Upcoming Appointments**

Tue 10/01/19 4:05pm

**Sick Call**
Elizabeth Mary Casey, MD
Winooski Pediatrics

Sun 12/08/19 12:22pm

**Sick Call**
Elizabeth Mary Casey, MD
Winooski Pediatrics

**Visits**

12/08/19 - Sick - Bright Futures     >

10/01/19 - Sick - Bright Futures     >

09/29/19 - Sick - Bright Futures     >

You will see your child's name and birth date, along with their last physical date. If they have any upcoming appointments, you will see them listed as well.

Scroll down to review your child's past visits, lab results, medications, and other information.

## Review Visit Summaries

How tall was your child at their last physical? What was your pediatrician's diagnosis when your child had a cough last month? For a complete visit summary, select the visit you want from the list.

For each visit, you can see information that was collected and any labs or diagnostic notes from that visit. You can review the vision or hearing screenings and any other items noted in the chart on that day.

Back    My Kid's Chart

## Pebbles Flintstone

Sex: Female
Birthdate: 09/10/09
Last Physical: 09/18/18

### Visit Summary for 09/29/19

Elizabeth Mary Casey, MD
Winooski Pediatrics
Sick - Bright Futures

**Documents**

None

**Problems**

**Chest pain**

Onset: 11/23/14
Resolved: 12/27/14
Status: Resolved

**Vitals Percentiles Based on Patient Data:** You will notice a percentile value listed with your child's weight, height, and BMI. These values show how your child's information compares to that of other children of the same age and sex. If your child has a Down syndrome diagnosis, you will see "AAP-DS", which indicates that the percentile is based on Down syndrome patients of the same age and sex.

## Check Test Results

When you want to review the results of a lab test, vision test, or any other medical procedure or order, just scroll down to the relevant section. Alternatively, you can click on the visit at which the test was given and review results in the visit summary.

The information in My Kid's Chart is updated automatically from the patient's medical chart at the office, so you can be sure that the latest information is always available. Contact your pediatrician if you have any questions.

## Download an Immunization Record

Do you need a copy of your child's immunizations record? In the Immunizations section, you can select the PDF button to download a copy.

## Immunizations

**Administered** ⌃

**DTaP**

01/19/17   01/15/16   11/18/15   09/18/15

**Hepatitis A**

07/19/17   07/31/16

**Hepatitis B**

01/15/16   08/17/15

**HIB Unspec**

10/23/16   01/15/16   11/18/15   09/18/15

**Influenza**

07/21/18   07/19/17   10/23/16   09/02/16

# Review Documents Shared By Your Pediatrician

Your pediatric practice can share educational handouts, plan notes, or other documents with My Kid's Chart. You will see these shared items in a Documents section on your child's record.

## Documents

- 11/06/19 - Farm Safety Document
- 10/04/19 - Emergency contact/insurance
- 08/30/19 - X-ray, hands
- 08/16/16 - Document
- 08/29/09 - Document

The five most recent items appear by default, and you can click "More" to see the full list. Documents appear in reverse chronological order, and if a document doesn't have a title the word "Document" will appear instead. Click on a document to download and view it.

## View Growth Charts

Do you want to see how your child's weight and height have progressed over the past several years, and how they compare to other kids their age? You can see graphs of your child's growth over time in the Growth Charts section of your child's record.
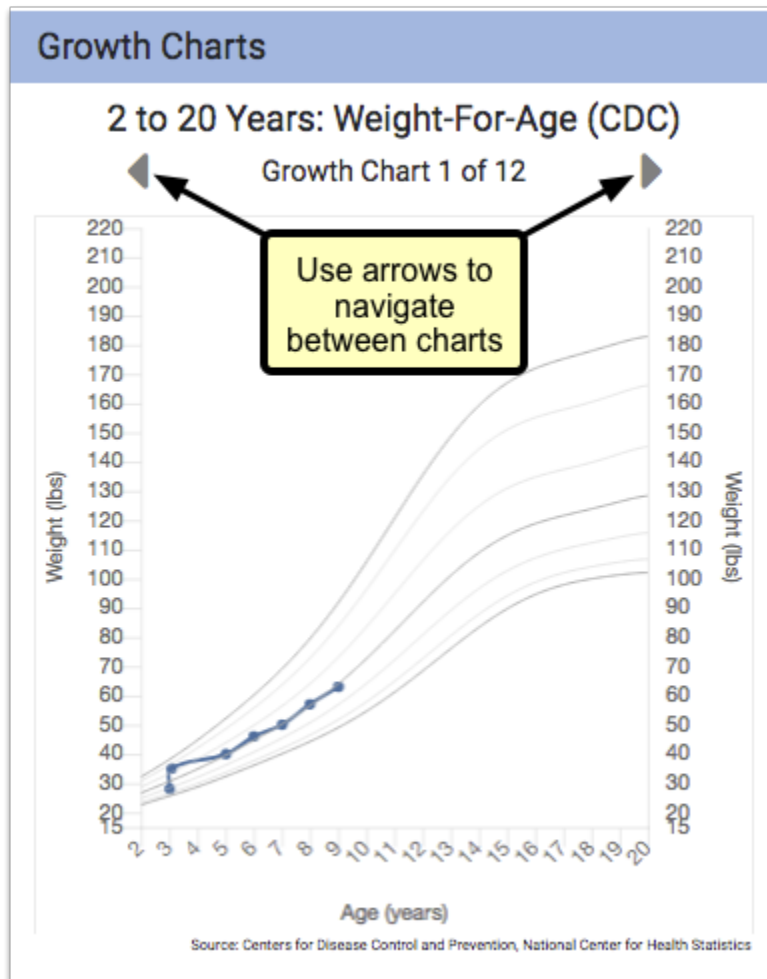


Your child's height and weight are displayed as points on each chart, with gray lines indicating percentile averages. Percentile ranges are specific to a patient's age and sex, and come from the World Health Organization (WHO) and the Centers for Disease Control (CDC).

You can tap through all available charts for your child, using the arrows shown just above the chart.

For a larger view, turn your mobile device sideways.
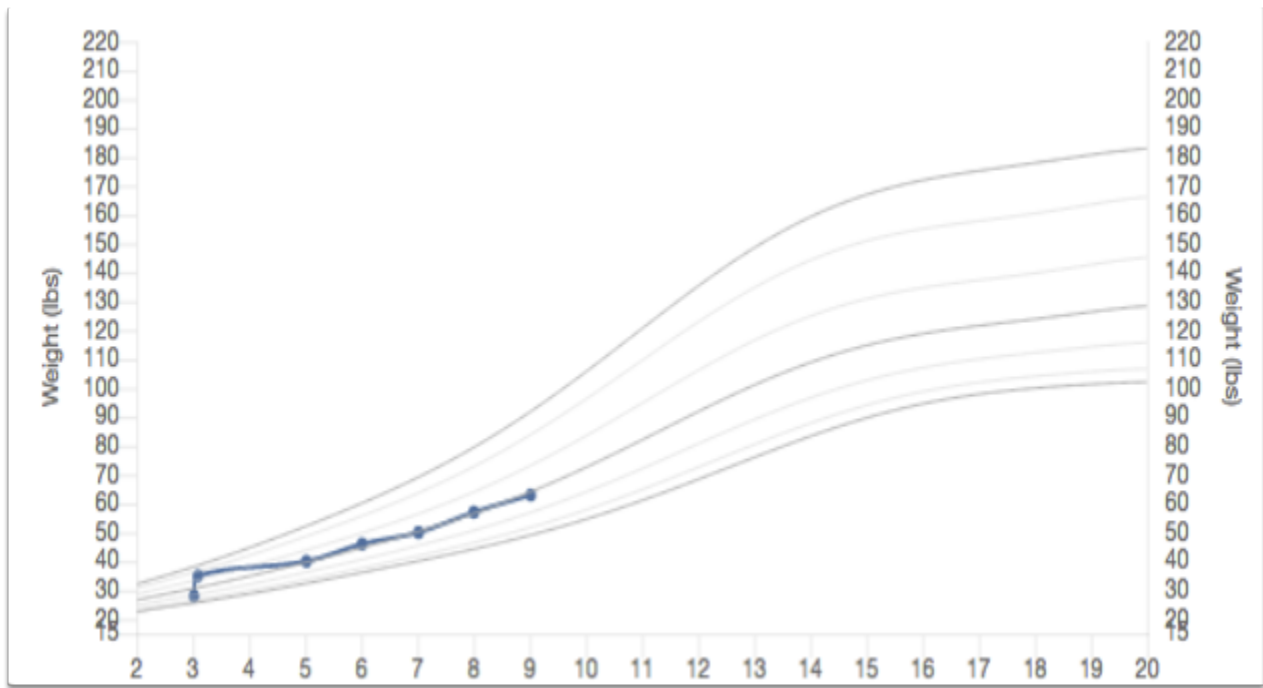
You can view the specifics of each entry (including percentiles) by clicking on the "Measurements" button beneath the chart.
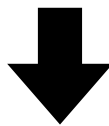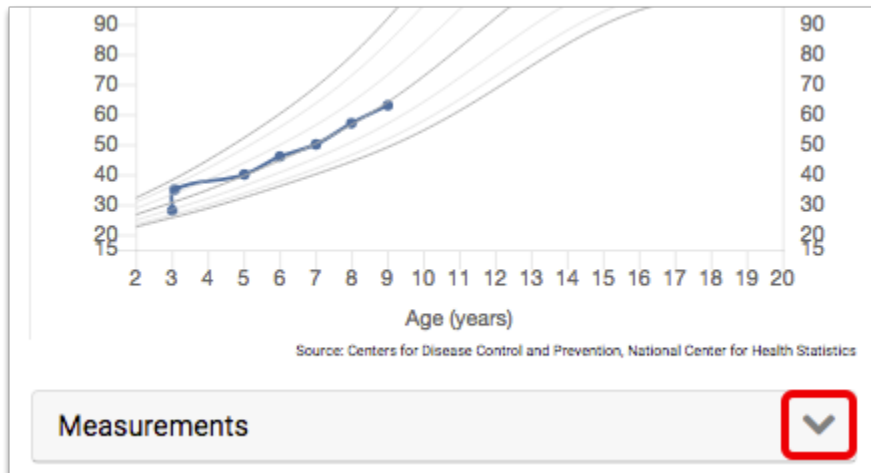


Measurements

| Measurements | | | ^ |
|---|---|---|---|
| **Date** | **Age** | **Weight** | **Percentile** |
| 09/17/18 | 9 years | 63 lbs 0 oz (28.58 kg) | 46th |
| 09/12/17 | 8 years | 57 lbs 0 oz (25.85 kg) | 52nd |
| 09/17/16 | 7 years | 50 lbs 0 oz (22.68 kg) | 48th |
| 09/15/15 | 6 years | 46 lbs 0 oz (20.87 kg) | 58th |
| 09/18/14 | 5 years | 40 lbs 0 oz (18.14 kg) | 52nd |
| 10/12/12 | 3 yrs, 1 mo | 35 lbs 0 oz (15.88 kg) | 83rd |
| 09/18/12 | 3 years | 28 lbs 0 oz (12.70 kg) | 21st |

## Teenagers and Patients Who Are Over 18

If one of your children is over your state's emancipation age, then their records will automatically become private, and your pediatrician's office will have to grant special permission for you to view their records. Your pediatrician has a policy on whether or not to give parents access to records for children of different age groups, which must follow state and federal guidelines.

Dino Flintstone (Privacy Enabled)

⬇
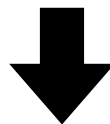
Back    My Kid's Chart

Dino Flintstone

No information available

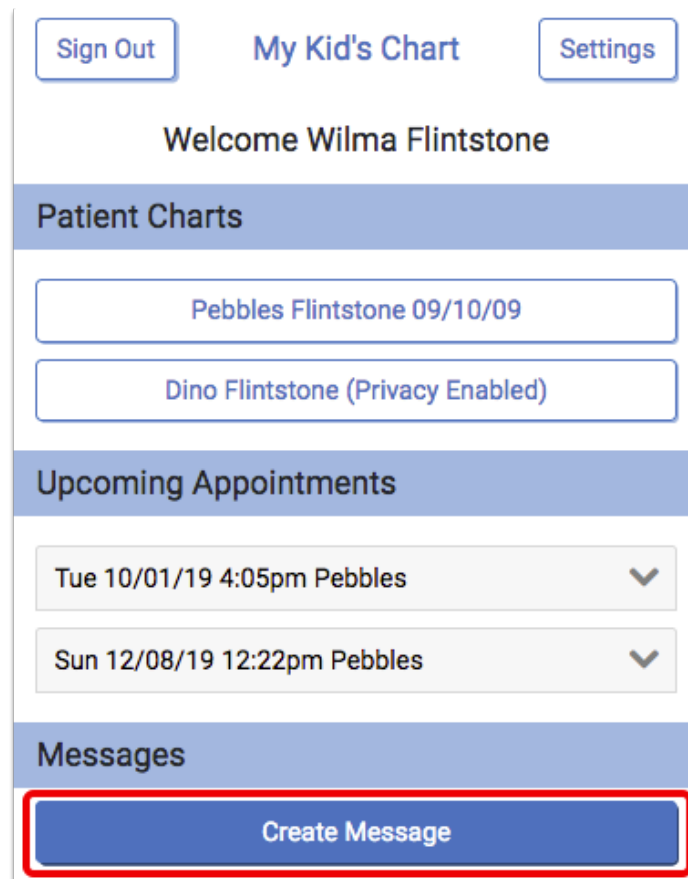## Send Messages, Images, or Documents to Your Pediatrician

As you review patient records in My Kid's Chart, you can exchange private messages with your pediatrician's office. You can also attach images or other documents.

After you log in to My Kid's Chart, you can see a Messages section underneath your child's name.
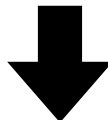
> **Messaging Features May Not Be Implemented:** If your pediatric practice would rather communicate via phone or e-mail, they may not use the Messages features described in this section. Contact your pediatric practice to learn the best way to keep in touch.

## Send a Message and Attach a Document

Click "Create Message" to create a new message.

**Pebbles Flintstone**

Sex: Female
Birthdate: 09/10/09
Last Physical: 09/18/18

**This message service is intended for non-critical questions only! If you require assistance immediately, please call the office. If you have a medical emergency, call 911.**

Subject

Acetaminophen or Tylenol?

Message

Fred gave Dino children's acetaminophen instead of children's Tylenol. Is that okay?

**Send**

**Attach a Photo or PDF**

Enter a subject for your message, and the text of your question. If you want to attach images or other documents from your device, you can click to do so. Then click Send.

My Kid's Chart will deliver the message (and any attachments) directly to your pediatrician's office, where clinical staff can review it and answer your question.

**Add to a Message:** After you send your message, you can add more information to it. Just open the message, add additional text, and click Send again.

## Read and Respond to Messages

If a physician or other staff member sends you a message, or replies to your message, My Kid's Chart will send you an e-mail telling you that a message is waiting.

September 29, 2013

Dear Wilma Flintstone,

There is a new message from PCC Pediatric Test Associates waiting for you on our Patient Portal.

To retrieve the message visit My Kid's Chart at mykidschart.com/pccpeds.

If you have any questions about accessing your messages or about the information being displayed in the patient portal, please call our office at (800) 722-7708.

Thank you,

PCC Pediatric Test Associates

Log in to your account to view your messages.

Sign Out     My Kid's Chart     Settings

Welcome Wilma Flintstone

**Patient Charts**

Pebbles Flintstone 09/10/09

Dino Flintstone (Privacy Enabled)

**Upcoming Appointments**

Tue 10/01/19 4:05pm Pebbles

Sun 12/08/19 12:22pm Pebbles

**Messages**

Create Message

● 10/01/19 - Acetaminophen or Tylenol?

The most recent messages appear at the top. Unread messages have a green indicator. Select a message to read it.

Back    My Kid's Chart    Reply

**Pebbles Flintstone**

Sex: Female
Birthdate: 09/10/09
Last Physical: 09/18/18

Subject: Acetaminophen or Tylenol?

Tue 10/01/19 1:34pm

PCC PCC

Hi Wilma,
Tylenol's active ingredient is acetaminophen, so you should be all set. Please call the office if you'd like to talk about dosage or the doctor's instructions. Have a great week!

Tue 10/01/19 1:26pm

Wilma Flintstone

Ferd gave Dino children's acetaminophen instead fo children's Tylenol. Is that okay?

**Read the reply and the original message**

**Optionally, press Reply to continue the conversation thread**

If the message is a reply to another message, you can review the reply as well as the previous messages in the thread. You can press Reply and type a response to continue the conversation.

**Messages are Private:** Your conversation is not stored in any e-mail account. Your messages can not be read by any other My Kid's Chart user, even those who have access to the same patient's records.
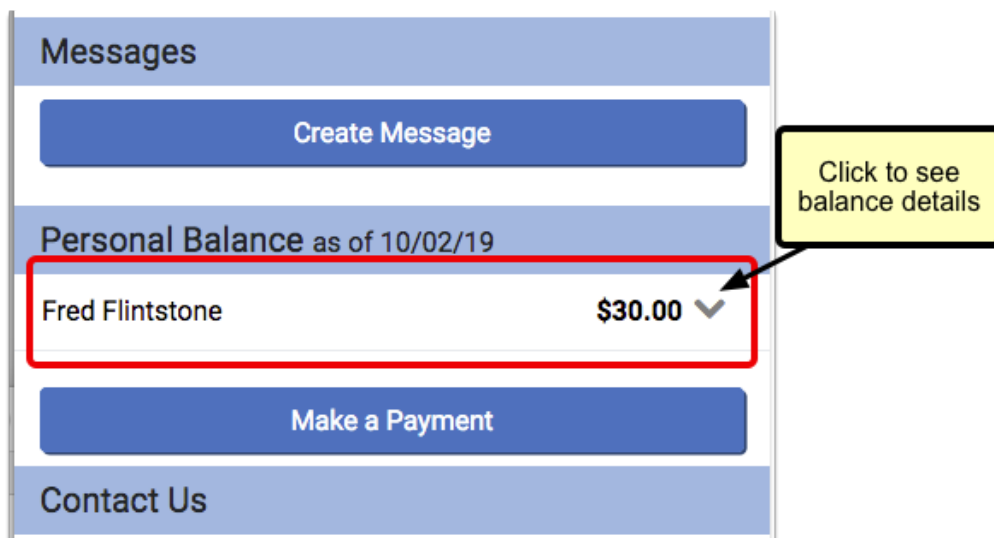
# Personal Balance & Online Bill Pay

You can see if you have any outstanding charges at your pediatric practice, and can even make a payment through the portal, in the Personal Balance section.

**These Features May Not Be Turned On:** You may not see a Personal Balance section, and/or be able to pay your bill online, if your pediatric practice chooses not to use either of these features. Contact your pediatric practice if you have questions about this feature.

# Review Your Personal Balance

You will see charges for all patients associated with your portal account, whether the patient is privacy-enabled or not. However, for privacy-enabled patients you will only see the date and charge – not the provider, location, or procedure name.
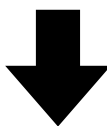
Personal Balance as of 10/02/19

Fred Flintstone     $30.00 ^

**Dino Flintstone (Privacy Enabled)**

**10/02/19**

| | |
|---|---|
| Total Charge | $135.00 |
| Payments/Adjustments | -$0.00 |
| Pending Insurance | -$120.00 |
| **Personal Balance** | **$15.00** |

Dino's chart is privacy-enabled, so while Pebble's charges show the provider, location, and procedure name, Dino's do not

**Pebbles Flintstone (Crusher, Winooski)**

**10/02/19**      **OV Detailed H&E**

| | |
|---|---|
| Total Charge | $130.00 |
| Payments/Adjustments | -$0.00 |
| Pending Insurance | -$115.00 |
| **Personal Balance** | **$15.00** |

**Total Personal Balance**     **$30.00**
This is not a bill and may not reflect the entire account balance.

Make a Payment

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**What charges will show up?:** Charges will only be included if there is an unpaid balance on the visit. Pending insurance will be displayed if there is also a personal amount due. Credit balances will not be displayed. You will only see data for patients who are connected to your portal account.

## Make a Payment Through the Portal

If your pediatric practice is using this feature, and if a billing account is linked to your portal account, you will see a "Make a Payment" button beneath your personal balance information.

If you have used the mobile payment option previously, you will also see a "Last Payment" listed above the button. Only the most recent portal payment will be shown.

If you have not previously saved credit card information, then when you press the "Make a Payment" button, the portal will prompt you to enter your basic credit card information, billing address, and e-mail address.

## PCC Pediatric Test Associates (800) 722-1082

Payment Info

Amount

17.00

> Defaults to current balance but may be changed to any amount

VISA   MasterCard   DISCOVER   AMEX

Credit Card Number

CVV2

?

Expiration Date

| Month ▾ | Year ▾ |

> Credit card data is never stored on PCC servers. Saved cards are hosted by our PCI-compliant partner, BluePay

☐ Save this card for future payments.

Billing Contact Info

First Name

Last Name

Billing Address 1

Billing Address 2

City

State

Zip Code

Phone

If you choose to save the new credit card, it will default to your "preferred" card for future use.

Alternatively, if you have previously made a mobile payment and opted to save your credit card, the credit card information will pre-populate.

If you have multiple credit cards stored, your preferred card will be selected by default. You can select a different card by clicking the drop-down and choosing another stored card.



After the payment is made, you will immediately see the result of the transaction. The date and time of payment will appear, and whether the payment was successful or not.

**Home**    **My Kid's Chart**

## Successful Payment

Thank you for your payment.

It may take some time before this payment is reflected in your balance in the Patient Portal.

**10/07/19 11:08am**
Mastercard *0004
$7.00

The balance in the patient portal will not be adjusted until the practice posts the payment to their billing system.

The BluePay service will send receipts to the email address that you entered on the payment screen.



```
From: BluePay <bluepay@bluepay.com>
To: "Jennifer Acker" <jen_acker@pcc.com>
Sent: Wednesday, April 11, 2018 3:33:38 PM
Subject: Your Receipt from PCC Pediatric Test Associates

Thank you for your Approved transaction with PCC Pediatric Test Associates.

It may take some time before this payment is reflected in your balance in
the Patient Portal.

Transaction Type: SALE
Status: Approved
Amount: 15.00
Account PCC#: 1691
Account Holder: Paul Acker
Billing Address: 1 Cloverdale Ln, Burlington, VT 05401
Phone: 18028468177
Email: jen_acker@pcc.com
Account: xxxxxxxxxx0005
Account Type: AMEX
Transaction ID: 100551338939
AVS/CVV2: 1/__


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Powered by BluePay
www.bluepay.com
```
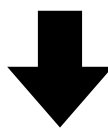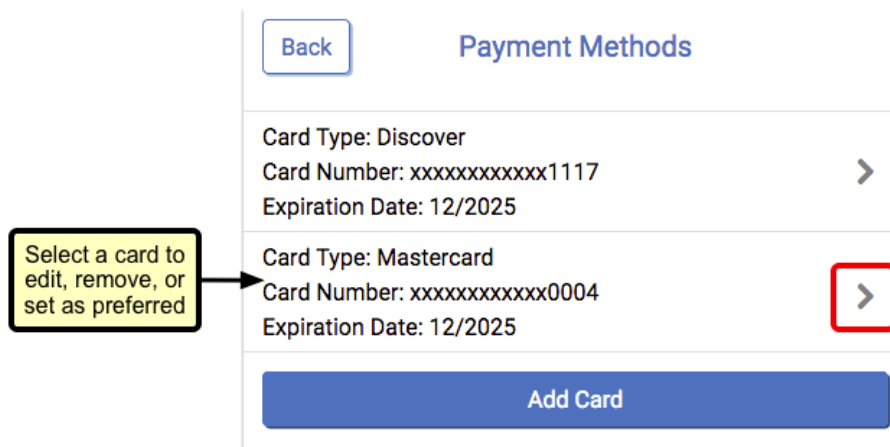
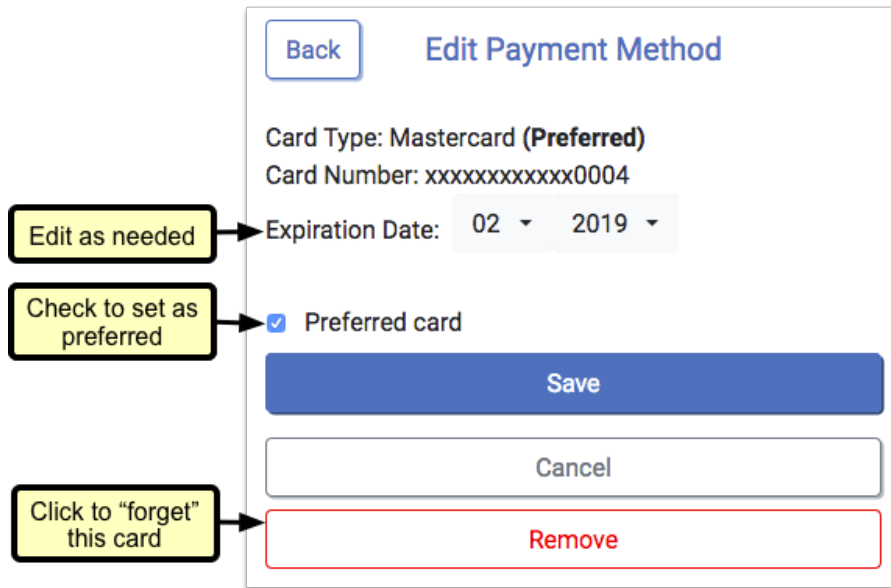## Manage Your Stored Cards

The patient portal includes a "Payment Methods" setting, where you can add a new card or edit stored cards.
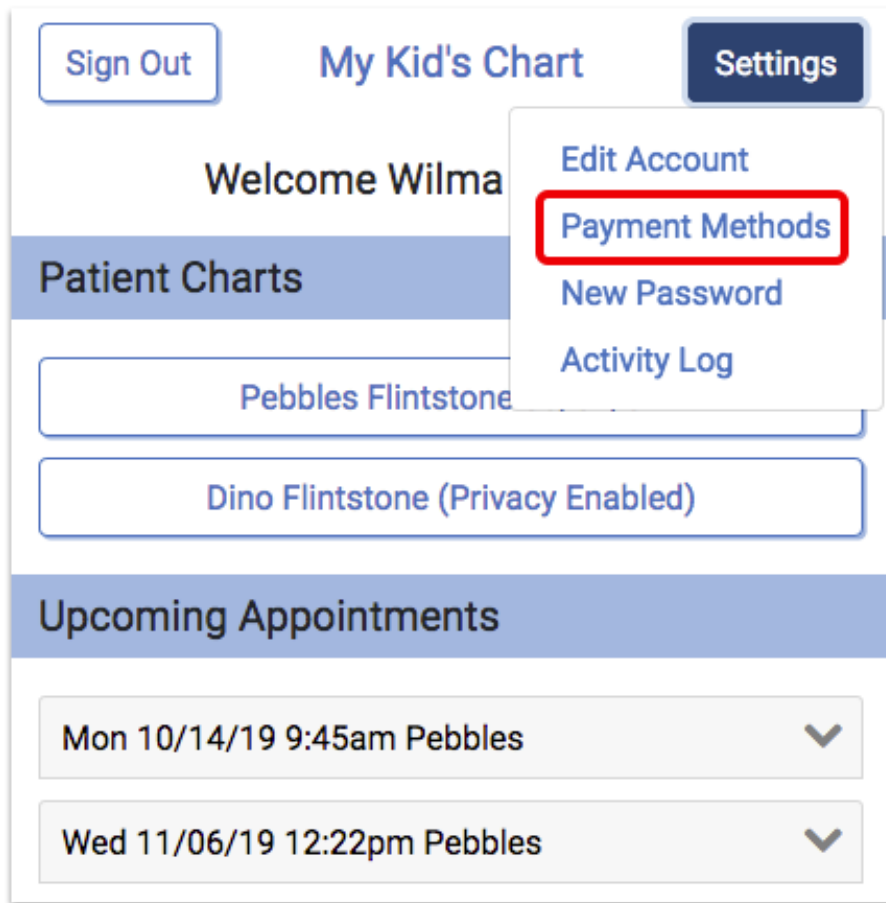
Select a card to make edits.

You can update the expiration date or change your preferred card. If you no longer want a card to be stored, you can remove it.
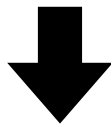
Expired cards will appear in red.

# Download Visit Summaries

You can use My Kid's Chart to download a visit summary for any encounter.

First, select the visit.

## Visits

| | |
|---|---|
| 11/06/19 - Sick - Bright Futures | > |
| 08/30/19 - Sick - Bright Futures | > |
| 08/28/19 - Sick - Bright Futures | > |

More

Documents

At the bottom of the visit, you have options for exporting the information.

## Export Visit Summary

Download PDF

Download C-CDA

Send Direct Secure Email
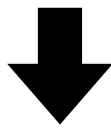
## Direct Secure Email

Send a patient's Visit Summary to a doctor or practice's Direct Secure Email Address. This is not regular email.

**To**

> Direct Secure Email Address

**Subject**

> Visit Summary Attached

**Message**

> Attached is a Visit Summary for Pebbles Flintstone on August 30, 2019 at Lake Champlain Pediatrics.
>
> Wilma Flintstone
> Wilma@pcc.com

## Attached Document

🔘 Visit Summary (C-CDA)
◯ Visit Summary (PDF)

[ **Send** ]

- **Download PDF:** You can download a visit summary as a PDF.
- **Download C-CDA:** C-CDA is a data format that allows for easy and accurate sharing of medical data between electronic systems. If you need to share your child's visit summary with a specialist, for example, you may be able to use this option to transfer information with them electronically.
- **Send Direct Secure Email:** If your pediatrician's office has activated this feature, you can use Direct Secure Messaging (DSM) to send a visit history directly to other physicians and medical professionals with a DSM address. You can only use the Direct Secure Message option if both your pediatrician and your desired recipient have activated Direct Secure Messaging. The recipient must supply you with their Direct Secure Messaging address. A normal e-mail address will not work!

# Account Settings and Activity Log

Use the Patient Portal Settings to make changes to your basic demographic information, reset your password, or view a history of portal activity related to your account or the patients you are connected to.

Click on the "Settings" button to access your account settings.
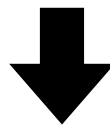


## Edit Account

Click "Edit Account" to make changes to your name, email address, or phone number.

Click "Save" to confirm your changes.

## New Password

Click "New Password" to change your password.
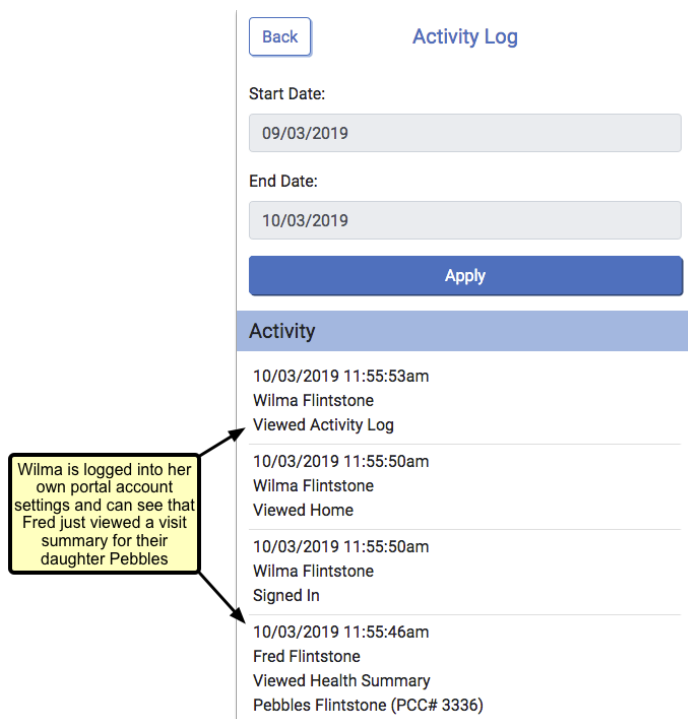


Click "Save" to set the new password.

## Activity Log

If you want to see a history of patient portal activity related to any patients you are connected to in the portal, click "Activity Log".

The Activity Log shows all activity for your own login, as well as for any other portal user who has accessed one of the patient records that you are connected to. For example, if two parents both have portal accounts related to their child, and one parent downloads a visit summary, makes a payment, or uploads an image, the other parent will be able to see the date and time they did so.



The activity date range defaults to the most recent month, but you can review any date range you wish, by clicking in the date field and using the calendar function to select a new date, and then clicking "Apply".

**Start Date:**

09/03/2019

**End Date:**

10/03/2019

◀ | October *2019* | ▶

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |

◥ **Today**     × **Close**

10/03/2019 10:48:25am
Douglas Doodle
Viewed Health Summary
Pebbles Flintstone (PCC# 3336)

The activity shown in the log is only for actions made in the portal.