

## Navigating through the Patient Portal

---

You may access your Patient Portal account by [www.gfpeds.com](http://www.gfpeds.com).

Once you have activated your child's portal and logged in, you will have access to upcoming appointments, vaccination records and so much more! You may also contact your provider/nurse team directly. You may elect to receive electronic billing statements via the portal. You may contact the Billing Department regarding any insurance issues or to even pay an account balance. By using the tabs on the left side of the patient portal screen, you will be able to explore what the Portal has to offer.

### **Messages:**

Click on the **"Messages"** tab to create and send messages to your provider/nurse team. You will also be able to view any previously sent messages through your inbox.

### **Adding Attachments:**

While in the **"Messages"** tab you can add attachments to your message by clicking on the **"Add Attachment"** tab below.

### **Appointments:**

Click on the **"Appointments"** tab to view upcoming and previous appointments. When you have an upcoming appointment scheduled, you can cancel it without having to contact the office. You may also request to schedule an appointment with your primary care physician.

### **Medications:**

Click on the **"Medications"** tab to view and add any current medications.

### **Allergies:**

Click on the **"Allergies"** tab to view any current allergies and update the list if there are additional allergies that are not already listed.

### **History:**

Click on the **"History"** tab to view any past medical history regarding the patient. You may also make changes to your child's health history.

### **Documents:**

In this area, you would find a provider's note that would be uploaded per your request. This area

### **Chart:**

Click on the **"Chart"** tab to access/print from your child's medical records. Simply check the box of a selected item, scroll to the bottom, you can either view, download to print or forward as an email.



#### Messages

- Create Message
- Inbox
- Saved Messages
- Sent Messages

#### Appointments

#### Medications

#### Allergies

#### History

#### Documents

#### Chart

#### Account Info

#### Statements

### **Account Info:**

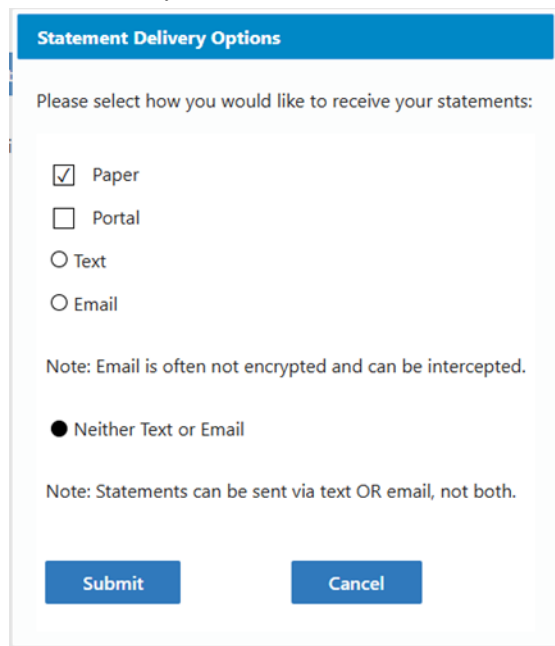
Click on the “**Account Info**” tab to view and make any changes to demographic, insurance or pharmacy information.

### **Payments:**

Making a payment online is easy! Click on the “**Make Payment**” tab and enter your credit card information then click on submit your payment.

### **Billing Statements:**

Click on the “**Statements**” tab where you may make a secure payment on line or select the “Statement Delivery Options” tab. *You may select to receive statements via Paper, Portal, Text to pay or by Email.*



The screenshot shows a web form titled "Statement Delivery Options" with a blue header. Below the header, the text "Please select how you would like to receive your statements:" is displayed. There are four radio button options: "Paper" (checked), "Portal", "Text", and "Email". Below these options, a note states: "Note: Email is often not encrypted and can be intercepted." Further down, there is a radio button option "Neither Text or Email" which is selected. Another note follows: "Note: Statements can be sent via text OR email, not both." At the bottom of the form, there are two blue buttons: "Submit" and "Cancel".

### **Edit Profile:**

Click on the “**Edit Profile**” tab to update any portal profile settings such as username, password, or email. You may also update security questions and answers here as well.