



Patient Portal Guide

Andover Pediatrics

We offer a robust patient portal to help you manage your children’s health. Below is some information and screenshots to help you navigate the online options.

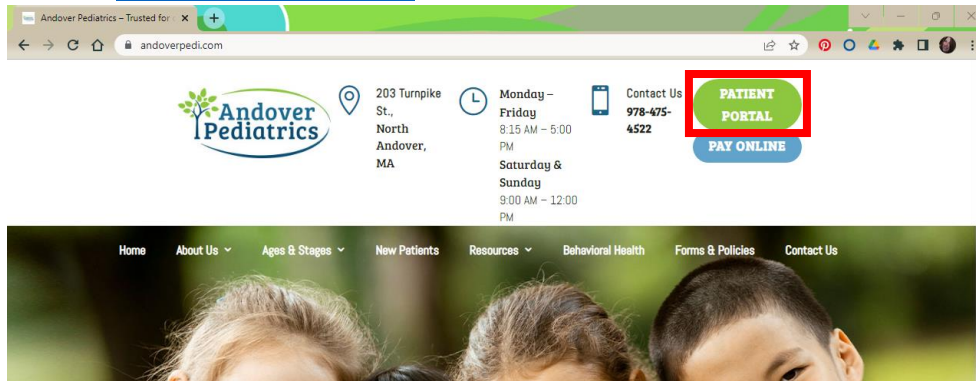
How to Access

You can access the portal URL directly on your computer at:

<https://mycw54.eclinicalweb.com/portal6322>

OR

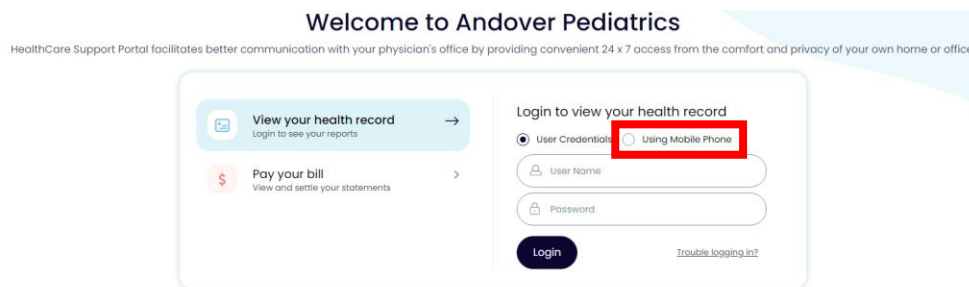
Log onto our website, www.andoverpedi.com, and select the *Patient Portal* button in the top right corner.



Logging In

Before logging in, you must notify a staff member that you’d like an account. All we need is your email address to get started. Parents of children ages 12 and under will have full access to their children’s information. Once a child turns 13, a parent’s access becomes restricted until the child gives the office permission to turn on full access for their parent(s).

Your username and password will be emailed to you when you sign up. You can also select the option to login *Using Mobile Phone*. As long as your cell phone matches our records, you can have a one-time password sent via text.



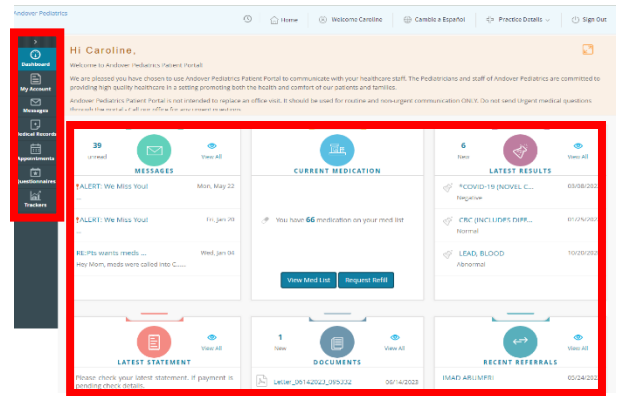
Phone App

The patient portal can also be accessed on your phone via the Healow app; it can be easily downloaded from both the Google Play store and the Apple App store. The app will ask you to enter the practice code; Andover Pediatrics’ code is GBAAAA. You must log into the portal on a computer first before you can set up the app. The app will use the same username and password that you set up when logging into the computer browser.



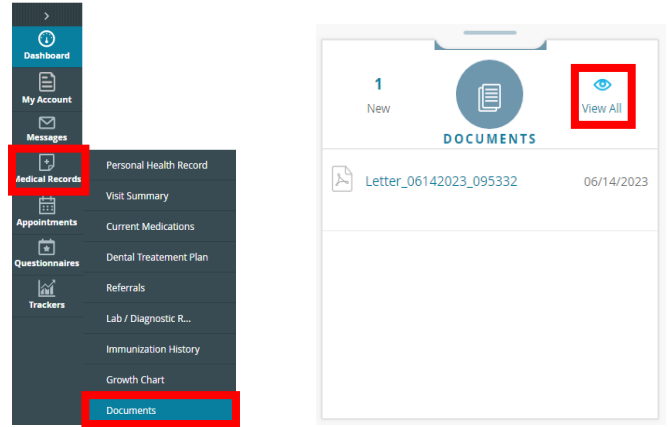
Dashboard & Menu Items

Once logged in you will see the Dashboard with quick access tiles to relevant information. The main menu items appear on the left side panel.



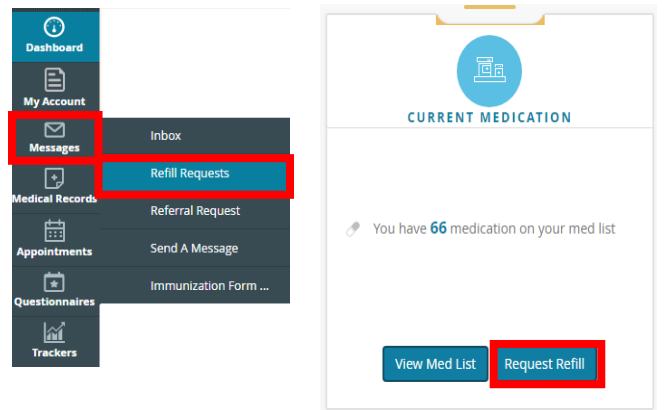
Letters & Documents

We upload PDF versions of letters, school & physical forms, and other documents to the portal. To find these, use the Documents tile on the Dashboard or go to Medical Records → Documents.



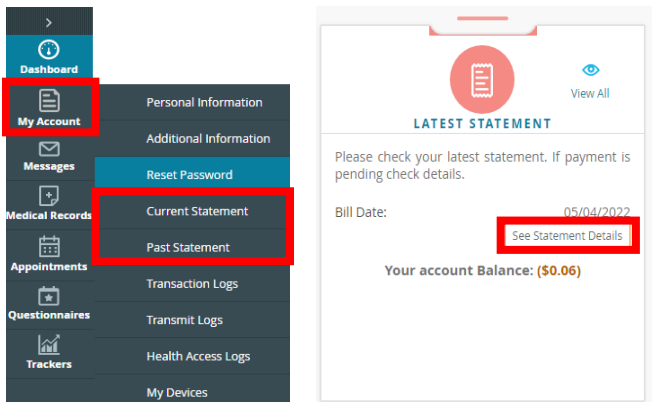
Medication Refills

You can easily request refills on medications without having to call the office. Click *Request Refill* from the Current Medication tile on the dashboard or by selecting Messages → Refill Requests. Just check off the medications you need refilled, select *Refill Request*, confirm your pharmacy, and add comments.



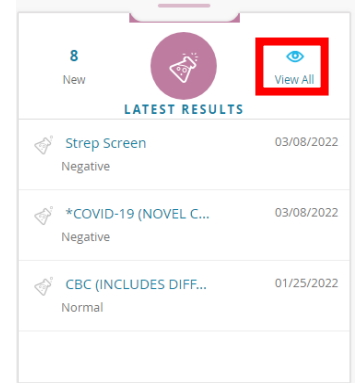
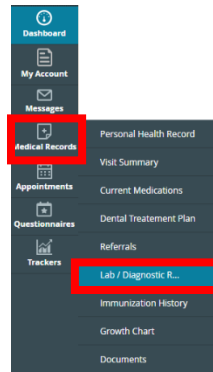
Billing Statements

Billing statements are available to view on the portal, and if you owe a balance, you can make payments. The Latest Statement tile on the dashboard will display your balance and provide links to view the statement. You can also find statements by going to My Account → Current Statement or Past Statement.



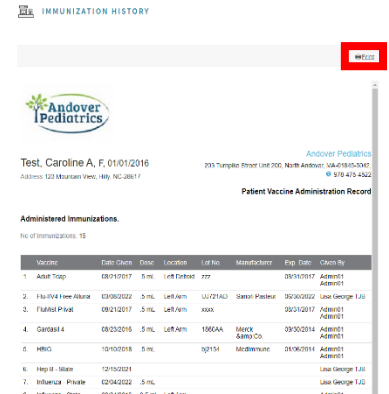
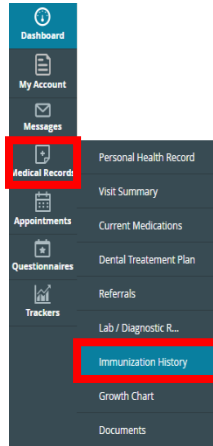
Lab and Imaging Results

Lab & imaging results will be published to the patient portal as soon as we receive them. The Latest Result tile on the dashboard will show you the most recent results and with a link to *View All* results. You can also view them by going to Medical Records → Lab/Diagnostic Reports.



Immunization Records

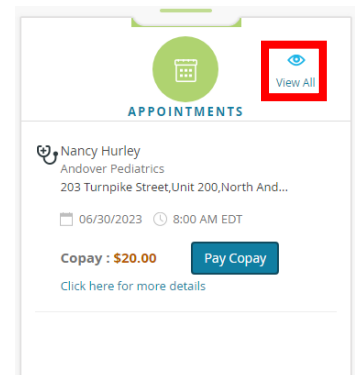
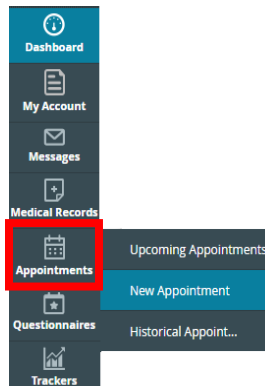
Immunizations are uploaded to the patient portal immediately, and you can print an official list of all vaccinations we have on file. View them by going to Medical Records → Immunization History. Once the history is generated, click *Print* to get a copy of immunizations that can be shared with other providers or the child's school.



Appointments

If you have an upcoming appointment, the Appointment Tile will appear on the dashboard. Appointment details can also be found by going to Appointments → Upcoming Appointments, New Appointment, or Historical Appointments.

The appointment request button should only be used for NON-URGENT follow or well-child visits. Please call the office if you need an urgent or sick visit.



Messages

The most recent items in your Inbox will appear on the Messages tiles on the dashboard. It can also be accessed by going to Messages → Inbox. You can send a new message directly from the Inbox or you can go to Messages → Send A Message.

Messages should only be used for ROUTINE and NON-URGENT issues. If you have an urgent need or life-threatening emergency, please call the office or 911.

