



PATIENT PORTAL INSTRUCTIONS



CREATING AN ACCOUNT

On the same day of your visit to our office, please check your inbox for an e-mail from “PM Urgent Care Patient Portal” with your username, a link to the portal, and instructions to set it up. Please note that the username will be unique for each patient. You will need your phone number and the patient’s date of birth to complete the setup and it must match the information provided for the patient’s chart. The e-mail subject line will be “Portal login information from your doctor's office”. If you don’t see the e-mail, check your spam/junk folder. You must set up your patient portal in order to view your test results.

IMPORTANT – the patient portal is different from your PM Pediatrics Anywhere telemedicine account. Your test results will NOT be available on PM Pediatrics Anywhere.



ACCESSING THE PORTAL

After completing the setup of your account, you can access the portal by visiting pmpediatrics.com and clicking the Patient Portal button on the homepage, or by downloading the Healow app to log in to your account. When prompted, use our practice code: HAFHBD.

If you cannot remember your password after setting up your account, click on the “trouble logging in” button on the portal homepage to recover the portal account.



VIEWING TEST RESULTS

Via desktop: New labs will show on the patient’s dashboard/ Home screen. To view lab results a second or third time, click Medical Records on the left side of the portal and choose Lab/ Diagnostic Reports.

Via Healow app: To view labs, click My Records on the wheel and then Results on the next screen.