



Patient Portal “How To” Guide

Access the login from either www.thomasvillepediatrics.com or www.archdalepediatrics.com

Log In with your preferred method.



This is how you logged in when you first setup your account. If you have forgotten your username or password for your FMH account, please contact support@thomasvillepediatrics.com. If you have forgotten your username and password for your social media account, you must go through the username or password recovery process that those social media sites offer.

The Tabs:

After successful logon, you will see a screen with four tabs at the top of the screen. The tab you first start on is the Home tab.



Home Your Home tab is an overview of items in your personal health record. At a quick glance you can see the summary of your health, any action items you need to address, any upcoming, past or cancelled appointments and any recent activity.

Inbox (2) Your Inbox is your message center. From this tab you can view any messages, see what messages you have sent and compose a message to your practice. However, you can only send a message to a provider that you have seen in the past or have an appointment with in the future. You can add folders to your Inbox to help keep your messages organized. You can also delete messages as needed, and they will move to the Trash can.

Thomasville Pediatrics Archdale-Trinity Pediatrics

My Health

My Health is your actual PHR (Personal Health Record) or virtual chart. Once you click on the My Health tab, you will see a series of sub-tabs. These sub-tabs will let you explore your conditions, any medications you are taking, any allergies, any immunizations you've received at our office, any lab results (be aware that STD related labs will NOT push to the portal and will not show), any vitals taken at our office, and documents that we have given you in the past. The last sub tab is called Chart, and it's simply another way for you to view your PHR.

On any of the sub-tabs, you will see these two icons:  . The magnifying glass, when clicked and if available, will give you more information. The red X will delete this item from your PHR view. However it will NOT delete this from your record at our office.

Under the Medications sub tab, if you see a  icon, that means that drug is available for refill. By clicking it, you will initiate a refill request. This request will go to the last provider who filled the prescription at our office. If the Rx icon is grayed out, then that script is not yet available for refill.

Reminder: Refill requests through the portal or only intended for ADD/ADHD and Asthma drug refill requests! Allow 24 hours for a refill request response.

A blue  icon means that there is education attached. You can view and print this education out at your leisure.

A pie chart  icon will let you graph data points from data that was captured during your visits to our office.

Under each sub tab, you also have the ability to  items to your PHR, but be aware that this information will not flow back to our office and will not be reviewed. So, if you add something, be sure and let us know!

My Info

The My Info tab contains your demographic information that originally came from our office records and populated your PHR. If you edit information on this tab or any of its sub tabs, we will be notified about those changes and will update your file in our office accordingly.

Save

Be sure and ! After you make changes you must click the Save button in order to make those changes permanent.



Options at the top of the screen:

You will notice at the top of the screen, there is a

[Send a Message](#)

[Schedule an Appointment](#)

The Send a Message option is the same as Compose in the Inbox.

The Schedule an Appointment option will allow you to request an appointment with our office.

Once chosen, you will need to specify which provider you'd like to see, what your preferred time is and you **MUST** enter in a Reason for Appointment, up to 250 characters. When finished click Submit at the bottom. We will receive this message and you will get a confirmation back when it's completed.

You will also see your name listed as well as a link called [My Account](#) ▾ . The drop down arrow besides the word Account allows you to review what organizations your account is connected to an if you need to add another organization, you could do it here.

If you choose Billing, you will receive a message to contact our office.

If you choose Preferences, you can change your preferences on your account. For example: If you or your child turns 18, but they still want you to have access to their account, they can invite you to be a Proxy for them from this screen. Should you choose to do so, you can also delete your account. You can change your login preferences, how you are notified, restore anything that's been deleted, view how many times the account's been accessed and if you have any visual acuity issues, you can adjust those under the display preferences.

Also, from this screen, you can re-watch the video walkthrough or have access to a complete user's manual.

Lastly, by clicking My Account again, you will see options for support, help and to log out of your PHR.

Thank You!

Thank you for signing up with Thomasville Archdale-Trinity Pediatrics' patient portal. We look forward to seeing you in our office, but also in communicating with you in this new and exciting way!

If you have any questions on functionality of the patient portal, please address all questions to support@thomasvillepediatrics.com, but please allow up to 24 hours for a response.