



THE WORLD OF PEDIATRICS

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Patient Portal Patient Use Instructions

What is the Patient Portal?

This Patient Portal is an innovative tool that allows us to share information and communicate with our patients more effectively.

It allows our patients to make appointment and prescription refill requests from the convenience of their home. In some cases, depending on insurance type, it may allow you to view recent lab results, too.

A patient may update personal information, select a pharmacy, and fill out their personal medical history, family medical history, surgical history, and allergies information.

If this information is kept current and complete, then The World of Pediatrics will be able to take better care of your child and can reduce many unnecessary delays.

Forms are, also, available on the patient portal. Forms must be filled out for each patient separately and must be updated once per year. These may be printed and filled out prior to an appointment. A patient may opt to fax these to our practice in advance or they can bring them to their next appointment. This will save considerable time when you arrive for your appointment.

How do I link to the Patient Portal and obtain Username & Password?

At your next office visit, ask the front desk to web enable your child's account. Once we web enable the patient's account, we will provide you with a user name and password.

You will receive a piece of paper that says:

Hello Patient's Name

Congratulations!! You have been web-enabled for our portal.

Your username is **NAME** and your password is **NUMBER**.

Please log into our website at <https://mycw.eclinicalweb.com/twp/jsp/login.jsp> to access your account by using your username and password.

Go to the website <https://mycw.eclinicalweb.com/twp/jsp/login.jsp> and log in using the username and password that you have been given.

Once you go to the website, you can change your username and password. Just click on change/reset password before you log on to the website. Change/Reset Password option is on the bottom right side of the screen.

What do you do if you lose or forget your username and password?

We can reset your account at your next appointment. Unfortunately, in order to protect your security, we cannot give out a new username and password by mail, phone, fax, or email. You may only obtain your new password and username in person at the office.

Please do not ask us to change this policy, because we will not alter it. We are committed to protecting your child's medical information and we know that you will understand and appreciate the importance of this policy.

How do I ask questions about issues or concerns that I am having?

On the left side bar directory, you will see an Ask Doctor option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'Send' button in the lower right corner of the screen. Someone will respond within 48 hours.

Please leave a detailed 'Message' about the nature of your concern or issue and the telephone number where you can be reached in the message portion of the form.

You will receive a message at your normal email indicating that there are messages waiting for you on the Patient Portal. You will then be able to go to your Patient Portal and retrieve the message from the INBOX.

DO NOT USE THIS TYPE OF COMMUNICATION FOR URGENT MATTERS OR CONCERNS. Please call 911 in Emergency situations and call our office at 770-442-5437 if the matter needs to be addressed the same day.

How do I update Patient Information (Mailing Address, Phone Numbers, Email, Emergency Contact)?

On the left side bar directory, you will see a Personal Information option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'To Update Click Here' button at the bottom of the screen.

How do I update my Pharmacy, Physical Address, and Contacts?

On the left side bar directory, you will see an Additional Information option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'To Update Click Here' button at the bottom of the screen.

How do I update Medical History?

On the left side bar directory, you will see a Medical History option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'Submit' button at the bottom of the screen.

How do I update Surgical, Hospitalization and Allergy History?

On the left side bar directory, you will see a Surgical and Allergies option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'Submit' button at the bottom of the screen.

How do I request Prescription Refills?

On the left side bar directory, you will see a Refill Requests option. Click on this option to open the form. Once opened, check the box of the medication that you need refilled and then click on the 'Request' button in the lower right corner of the screen. Someone will respond within 48 hours.

You will receive a message at your normal email indicating that there are messages waiting for you on the Patient Portal. You will then be able to go to your Patient Portal and retrieve the message from the INBOX.

Note: If you are requesting a new medication or a change in dosage, then you will need to call the office at 770-442-5437.

DO NOT USE THIS TYPE OF COMMUNICATION FOR URGENT MEDICATION REFILLS. Call our office at 770-442-5437 if the matter needs to be addressed the same day.

How do I request Referrals?

On the left side bar directory, you will see a Referral Requests option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'Send' button in the lower right corner of the screen. Someone will respond within 48 hours.

Please, leave a detailed 'Message' about the nature of the specialist appointment, the doctor you will be seeing, the office location, the fax number, the telephone number, the patient's insurance information, and the date of the appointment that was made in the message portion of the form.

You will receive a message at your normal email indicating that there are messages waiting for you on the Patient Portal. You will then be able to go to your Patient Portal and retrieve the message from the INBOX.

DO NOT USE THIS TYPE OF COMMUNICATION FOR URGENT REFERRALS. Call our office at 770-442-5437 if the matter needs to be addressed the same day. Please be aware that referrals are to be requested 7-10 days in advance. Only referrals for Emergency situations will be done the same day.

How do I request Appointments?

On the left side bar directory, you will see a New Appointment option. Click on this option to open the form. Once opened, fill out appropriate fields and then click on the 'Send' button in the lower right corner of the screen. Someone will respond within 48 hours.

Please leave a more detailed 'Message' about the nature of the appointment desired and a more specific reason in the message portion of the form.

You will receive a message at your normal email indicating that there are messages waiting for you on the Patient Portal. You will then be able to go to your Patient Portal and retrieve the message from the INBOX.

Please, note that we need a range of dates to look for an appointment. Physicals are booked weeks in advance and it can be difficult to find opening within a couple of days. Other types of appointments are easily worked into the schedule.

DO NOT USE THIS TYPE OF COMMUNICATION FOR URGENT or SICK APPOINTMENTS. Call our office at 770-442-5437 if the matter needs to be addressed the same day.

How do I view currently scheduled Appointments?

On the left side bar directory, you will see a Current Appointment option. Click on this option to open the form. Once opened, you will be able to view the patient's current appointment.

How do I view Lab/Diagnostic Results?

On the left side bar directory, you will see a Lab Diagnostic Results option. Click on this option to open the page. Once opened, you will be able to view the patient's lab or diagnostic results.

A nurse or doctor would contact you if results are abnormal or fall outside of acceptable guidelines.

If results fall within acceptable guidelines, then the tests results are normal. No one will contact you if the results are normal.

How do I view Current Statements?

On the left side bar directory, you will see a Current Statements option. Click on this option to open the page. Once opened, you will be able to view the patient's current statement.

How do I view Past Statements?

On the left side bar directory, you will see a Past Statements option. Click on this option to open the page. Once opened, you will be able to view the patient's past statements.

How do I check in at the office?

COMING SOON! Patients will be able to check in at the computers in the waiting rooms.

This feature will be able to announce to everyone that you are here and ready to be seen. We just have a few more things to set up and we will start using this feature.

Once available, instructions will be posted on each computer. Look for it to be on-line soon!