



"My Kid's Chart"

The Portal User's Guide

My Kid's Chart is the patient portal for our office. You can use My Kid's Chart to access all your child's medical records (including the shot record as a pdf file and lab results), communicate with us, pay your bill, and more.

We check the portal messages continuously throughout the day as well as after hours and weekends. The portal is how you should contact us for routine appointment scheduling, ALL medication refill requests, and ALL NON-URGENT questions. It is how you will receive any bill notifications and how you can pay your balance.

Use this guide to learn how to log into My Kid's Chart, review your child's records, and send messages to us. You'll also find instructions for reviewing your outstanding balance and reviewing a log of activity on your account.

Logging In After You Verify your Invitation

1. **Remember** that the Username will always be your 10-digit cell phone number. You can use My Kid's Chart on a personal computer or on your smart phone. You may want to bookmark or save this link for later. <https://cck.pcc.com/portal/>
2. **First Time Login:** If this is your first-time logging in, My Kid's Chart will ask you to enter a new password when you log in.
3. **Enable Cookies:** My Kid's Chart uses cookies to keep you logged in. If you have trouble logging in, or find yourself being logged out frequently, ensure that your browser accepts cookies.
4. **Once you log in,** you will see your child/children listed, along with any upcoming appointments they may have. You will also see a Messages section for sending messages to the office.

[Sign Out](#) [My Kid's Chart](#) [Settings](#)

Welcome Wilma Flintstone

Patient Charts

[Dino Flintstone 07/21/15](#)

[Pebbles Flintstone 09/10/09](#)

Upcoming Appointments

Tue 10/01/19 10:12am Dino ▼

Tue 10/01/19 4:05pm Pebbles ▼

Sun 12/08/19 12:22pm Pebbles ▼

Messages

[Create Message](#)

Contact Us

Burlington Pediatrics
802-846-2197
Suite 7 - Downstairs
20 Winooski Downs Way
Winooski Down, VT 05401

5. Do You See the Patients You Expect? If you are a parent or guardian of several children, let us know if we missed adding all your children.
6. Patients can also appear on more than one login, so more than one parent or guardian, and the patient themselves, may be granted an account with access to the same patient's medical records.
7. Automatic Log Out: After 5 minutes of inactivity, MyKidsChart will log you out.
8. Does Your Name Appear Correctly? You can click the "Settings" button to change how your name appears on the screen.

Review Your Child's Records

The screenshot shows the My Kids Chart user interface. At the top, there are three buttons: "Sign Out", "My Kid's Chart", and "Settings". Below these is a welcome message: "Welcome Wilma Flintstone". The main content is divided into sections. The "Patient Charts" section contains two entries: "Dino Flintstone 07/21/15" and "Pebbles Flintstone 09/10/09". The "Pebbles Flintstone 09/10/09" entry is highlighted with a red rectangular border. Below this is the "Upcoming Appointments" section, which lists three appointments: "Tue 10/01/19 10:12am Dino", "Tue 10/01/19 4:05pm Pebbles", and "Sun 12/08/19 12:22pm Pebbles". Each appointment entry has a downward-pointing chevron icon on the right. At the bottom is the "Messages" section, which contains a blue button labeled "Create Message".

1. Click on your child's name to open their medical records.

[Back](#) **My Kid's Chart**

Pebbles Flintstone
 Sex: Female
 Birthdate: 09/10/09
 Last Physical: 09/18/18

Upcoming Appointments

Tue 10/01/19 4:05pm

Sick Call
 Elizabeth Mary Casey, MD
 Winooski Pediatrics

Sun 12/08/19 12:22pm

Sick Call
 Elizabeth Mary Casey, MD
 Winooski Pediatrics

Visits

12/08/19 - Sick - Bright Futures >

10/01/19 - Sick - Bright Futures >

09/29/19 - Sick - Bright Futures >

2. You will see your child's name and birth date, along with their last physical date. If they have any upcoming appointments, you will see them listed as well.

3. Scroll down to review your child's past visits, lab results, medications, and other information.

[Back](#) **My Kid's Chart**

Pebbles Flintstone
 Sex: Female
 Birthdate: 09/10/09
 Last Physical: 09/18/18

Visit Summary for 09/29/19
 Elizabeth Mary Casey, MD
 Winooski Pediatrics
 Sick - Bright Futures

Documents

None

Problems

Chest pain

Onset: 11/23/14
 Resolved: 12/27/14
 Status: Resolved

Review Visit Summaries

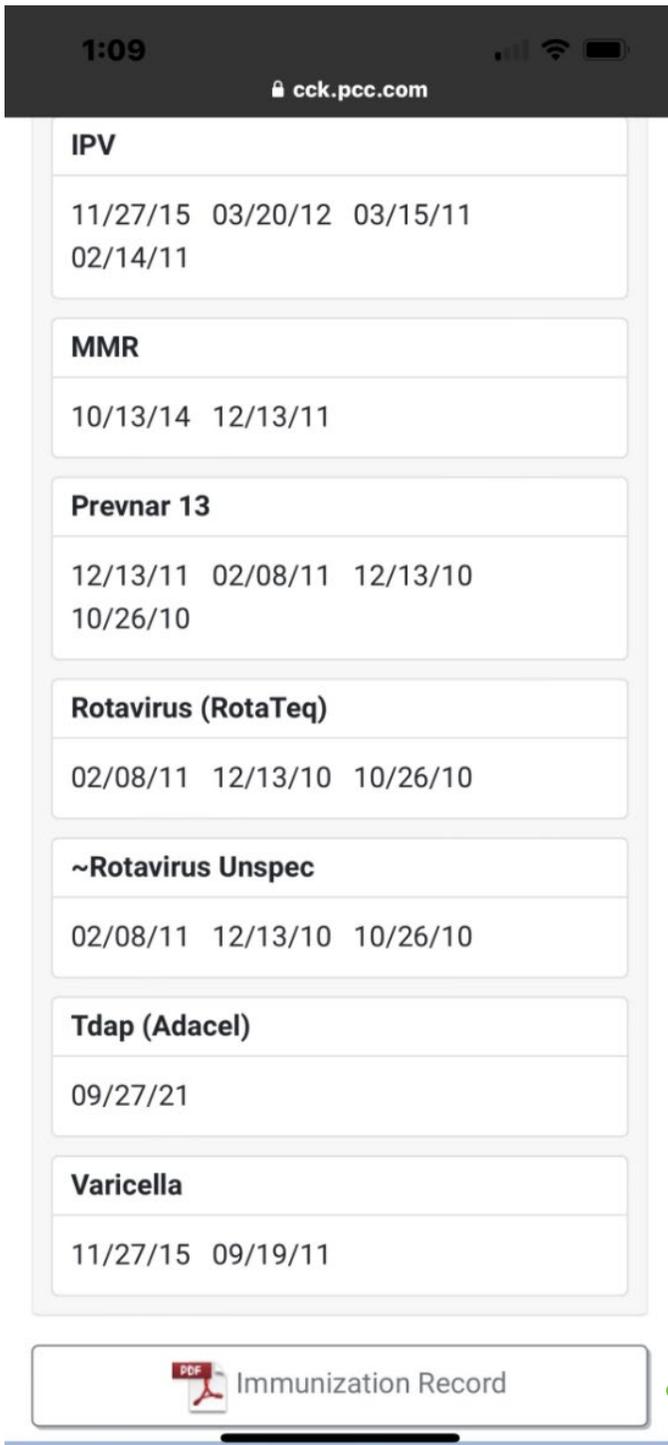
How tall was your child at their last physical? What was your pediatrician's diagnosis when your child had a cough last month? For a complete visit summary, select the visit you want from the list.

For each visit, you can see information that was collected and any labs or diagnostic notes from that visit. You can review the vision or hearing screenings and any other items noted in the chart on that day.

Check Test Results-

When you want to review the results of a lab test, vision test, or any other medical procedure or order, just scroll down to the relevant section. Alternatively, you can click on the visit at which the test was given and review results in the visit summary.

The information in My Kid's Chart is updated automatically from the patient's medical chart at the office, so you can be sure that the latest information is always available.



The screenshot shows a mobile application interface for a patient's medical chart. At the top, the status bar displays the time 1:09, signal strength, Wi-Fi, and battery icons, along with the URL cck.pcc.com. Below this, there are several sections for immunizations, each with a title and a list of dates:

- IPV**: 11/27/15, 03/20/12, 03/15/11, 02/14/11
- MMR**: 10/13/14, 12/13/11
- Prevnar 13**: 12/13/11, 02/08/11, 12/13/10, 10/26/10
- Rotavirus (RotaTeq)**: 02/08/11, 12/13/10, 10/26/10
- ~Rotavirus Unspec**: 02/08/11, 12/13/10, 10/26/10
- Tdap (Adacel)**: 09/27/21
- Varicella**: 11/27/15, 09/19/11

At the bottom of the screen, there is a button labeled "Immunization Record" with a PDF icon to its left. A large, colorful arrow points from the right side of the page towards this button.

Download an Immunization Record

Do you need a copy of your child's SIGNED and DATED immunizations record?

In the Immunizations section, you can select the PDF button at the bottom to download a copy.

Documents

- 11/06/19 - Farm Safety Document
- 10/04/19 - Emergency contact/insurance
- 08/30/19 - X-ray, hands
- 08/16/16 - Document
- 08/29/09 - Document

Review Shared Documents

When we share educational handouts, plan notes, forms, lab results, or other documents with My Kid's Chart.

You will see these shared items in a Documents section in each child's separate record.

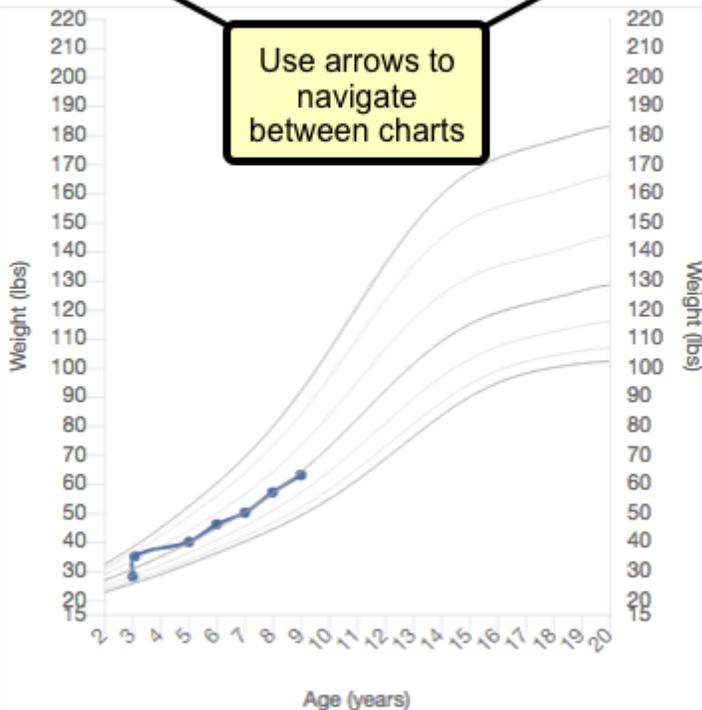
The five most recent items appear by default, and you can click "More" to see the full list. Documents appear in reverse chronological order, and if a document doesn't have a title the word "Document" will appear instead.

Click on a document to download and view it.

Growth Charts

2 to 20 Years: Weight-For-Age (CDC)

Growth Chart 1 of 12



Source: Centers for Disease Control and Prevention, National Center for Health Statistics

View Growth Charts

Do you want to see how your child's weight and height have progressed over the past several years, and how they compare to other kids their age? You can see graphs of your child's growth over time in the Growth Charts section of your child's record.

Your child's height and weight are displayed as points on each chart, with gray lines indicating percentile averages. Percentile ranges are specific to a patient's age and sex and come from the World Health Organization (WHO) and the Centers for Disease Control (CDC).

You can tap through all available charts for your child, using the arrows shown just above the chart.

For a larger view, turn your mobile device sideways.

You can view the specifics of each entry (including percentiles) by clicking on the "Measurements" button beneath the chart.

Teenagers and Patients Who Are Over 18

If one of your children is 18 years old or older, then their records will automatically become private, and we will have to grant special permission for you to view their records. Your adult age child will have to fill out our practice registration forms on their own now and one of these forms includes permission to add parents to view records.

Dino Flintstone (Privacy Enabled)

[Back](#) [My Kid's Chart](#)

Dino Flintstone
No information available

Send Messages, Images, or Documents to Us

1. After you log in to My Kid's Chart, you can see a Messages section underneath your child's name.
2. Send a Message and Attach a Document
3. Click "Create Message" to create a new message.
4. PLEASE CHOOSE THE CORRECT PATIENT/YOUR CHILD - unfortunately due to HIPAA laws we CANNOT respond or address messages or questions in sibling's messages/charts.
5. PLEASE CREATE A NEW MESSAGE FOR EACH NEW TOPIC OR IF ANY TIME HAS PASSED

[Sign Out](#) [My Kid's Chart](#) [Settings](#)

Welcome Wilma Flintstone

Patient Charts

[Pebbles Flintstone 09/10/09](#)

[Dino Flintstone \(Privacy Enabled\)](#)

Upcoming Appointments

Tue 10/01/19 4:05pm Pebbles [▼](#)

Sun 12/08/19 12:22pm Pebbles [▼](#)

Messages

[Create Message](#)

[Back](#) **My Kid's Chart**

Pebbles Flintstone
 Sex: Female
 Birthdate: 09/10/09
 Last Physical: 09/18/18

This message service is intended for non-critical questions only! If you require assistance immediately, please call the office. If you have a medical emergency, call 911.

Subject

Acetaminophen or Tylenol?

Message

Fred gave Dino children's acetaminophen instead of children's Tylenol. Is that okay?

Send

Attach a Photo or PDF

Enter a subject for your message, and the text of your question. If you want to attach images or other documents from your device, you can click to do so. Then click Send.

My Kid's Chart will deliver the message (and any attachments) directly to us.

After you send your message, you can add more information to it. Just open the message, add additional text, and click Send again.

PLEASE CREATE A NEW MESSAGE FOR EACH NEW TOPIC OR IF ANY TIME HAS PASSED

Read and Respond to Messages

If a physician or other staff member sends you a message, or replies to your message, My Kid's Chart will text you telling you that a message is waiting.

Take a picture and send it to us or attach a PDF file!



Sign Out **My Kid's Chart** [Settings](#)

Welcome Wilma Flintstone

Patient Charts

Pebbles Flintstone 09/10/09

Dino Flintstone (Privacy Enabled)

Upcoming Appointments

Tue 10/01/19 4:05pm Pebbles

Sun 12/08/19 12:22pm Pebbles

Messages

Create Message

• 10/01/19 - Acetaminophen or Tylenol? >

Log in to your account to view your messages

The most recent messages appear at the top. Unread messages have a green indicator. Select a message to read it.

[Back](#)
My Kid's Chart
[Reply](#)

Pebbles Flintstone

Sex: Female
 Birthdate: 09/10/09
 Last Physical: 09/18/18

Subject: Acetaminophen or Tylenol?

Tue 10/01/19 1:34pm

PCC PCC

Hi Wilma,
 Tylenol's active ingredient is acetaminophen, so you should be all set. Please call the office if you'd like to talk about dosage or the doctor's instructions. Have a great week!

Tue 10/01/19 1:26pm

Wilma Flintstone

Ferd gave Dino children's acetaminophen instead fo children's Tylenol. Is that okay?

Read the reply and the original message

Optionally, press Reply to continue the conversation thread

If the message is a reply to another message, you can review the reply as well as the previous messages in the thread. You can press Reply and type a response to continue the conversation.

Messages are Private: Your conversation is not stored in any e-mail account. Your messages can not be read by any other My Kid's Chart user, even those who have access to the same patient's records.

Messages

Create Message

Personal Balance as of 10/02/19

Fred Flintstone	\$30.00 ▾
-----------------	------------------

Make a Payment

Contact Us

Click to see balance details

Personal Balance & Online Bill Pay

You can see if you have any outstanding BALANCES, and can even make a payment through the portal, in the Personal Balance section.

[Review Your Personal Balance](#)

Personal Balance as of 10/02/19

Fred Flintstone **\$30.00** ^

Dino Flintstone (Privacy Enabled)	
10/02/19	
Total Charge	\$135.00
Payments/Adjustments	-\$0.00
Pending Insurance	-\$120.00
Personal Balance	\$15.00

Pebbles Flintstone (Crusher, Winooski)	
10/02/19	OV Detailed H&E
Total Charge	\$130.00
Payments/Adjustments	-\$0.00
Pending Insurance	-\$115.00
Personal Balance	\$15.00

Total Personal Balance **\$30.00**

This is not a bill and may not reflect the entire account balance.

[Make a Payment](#)

You will see charges for all patients associated with your portal account, whether the patient is privacy-enabled or not. However, for privacy-enabled patients you will only see the date and charge - not the provider, location, or procedure name.

Dino's chart is privacy-enabled, so while Pebble's charges show the provider, location, and procedure name, Dino's do not

[Sign Out](#) **My Kid's Chart** [Settings](#)

Welcome Wilma Flintstone

Patient Charts

[Pebbles Flintstone 08/09/09](#)

[Dino Flintstone \(Privacy Enabled\)](#)

Upcoming Appointments

Mon 10/14/19 9:45am Pebbles v

Wed 11/06/19 12:22pm Pebbles v

Messages

[Create Message](#)

Personal Balance as of 10/04/19

Fred Flintstone	\$17.00 v
Last Payment 10/02/19 3:00pm	\$13.00

[Make a Payment](#)

Make a Payment Through the Portal

You will see the "Make a Payment" button beneath your personal balance information.

Most recent portal payment, if applicable

Home

My Kid's Chart

PCC Pediatric Test Associates (800) 722-1082

Payment Info

Defaults to current balance but may be changed to any amount

Amount

17.00



Credit Card Number

CVV2

Credit card data is never stored on PCC servers. Saved cards are hosted by our PCI-compliant partner, BluePay

Expiration Date

Month Year

Save this card for future payments.

Billing Contact Info

First Name

Last Name

Billing Address 1

Billing Address 2

City

State

Zip Code

Phone

Phone

Email

 **BluePay** Secure Payment Processing

If you choose to save the new credit card, it will default to your "preferred" card for future use.

Alternatively, if you have previously made a mobile payment and opted to save your credit card, the credit card information will pre-populate.

If you have multiple credit cards stored, your preferred card will be selected by default. You can select a different card by clicking the drop-down and choosing another stored card.

[Home](#) **My Kid's Chart**

Pay with a saved card:

Card Type: Mastercard
 Card Number: xxxxxxxxxxxx0004
Expiration Date: 12/2025

Card Type: Discover
 Card Number: xxxxxxxxxxxx1117
Expiration Date: 12/2025

Amount:

Click to select a stored card

Click to add a new payment method

After the payment is made, you will immediately see the result of the transaction. The date and time of payment will appear, and whether the payment was successful or not.

[Home](#)

My Kid's Chart

Successful Payment

Thank you for your payment.

It may take some time before this payment is reflected in your balance in the Patient Portal.

10/07/19 11:08am

Mastercard *0004

\$7.00

The balance in the patient portal will not be adjusted until the practice posts the payment to their billing system.

The BluePay service will send receipts to the email address that you entered on the payment screen.

```
From: BluePay <bluepay@bluepay.com>  
To: "Jennifer Acker" <jen_acker@pcc.com>  
Sent: Wednesday, April 11, 2018 3:33:38 PM  
Subject: Your Receipt from PCC Pediatric Test Associates
```

Thank you for your Approved transaction with PCC Pediatric Test Associates.

It may take some time before this payment is reflected in your balance in the Patient Portal.

```
Transaction Type: SALE  
Status: Approved  
Amount: 15.00  
Account PCC#: 1691  
Account Holder: Paul Acker  
Billing Address: 1 Cloverdale Ln, Burlington, VT 05401  
Phone: 18028468177  
Email: jen_acker@pcc.com  
Account: xxxxxxxxxxxx0005  
Account Type: AMEX  
Transaction ID: 100551338939  
AVS/CVV2: 1/___
```

```
---  
Powered by BluePay  
www.bluepay.com
```

Manage Your Stored Cards

The patient portal includes a "Payment Methods" setting, where you can add a new card or edit stored cards.

Sign Out My Kid's Chart Settings

Welcome Wilma

Patient Charts

Pebbles Flintstone

Dino Flintstone (Privacy Enabled)

Upcoming Appointments

Mon 10/14/19 9:45am Pebbles

Wed 11/06/19 12:22pm Pebbles

Edit Account
Payment Methods
New Password
Activity Log

Select a card to make edits.

You can update the expiration date or change your preferred card. If you no longer want a card to be stored, you can remove it.

Back Payment Methods

Card Type: Discover
Card Number: xxxxxxxxxxxx1117
Expiration Date: 12/2025

Card Type: Mastercard
Card Number: xxxxxxxxxxxx0004
Expiration Date: 12/2025

Add Card

Select a card to edit, remove, or set as preferred

Edit Payment Method

Card Type: Mastercard (**Preferred**)
 Card Number: xxxxxxxxxxxx0004

Expiration Date: 02 2019

Preferred card

Save

Cancel

Remove

Callouts:

- Edit as needed (points to Expiration Date)
- Check to set as preferred (points to Preferred card checkbox)
- Click to "forget" this card (points to Remove button)

Expired cards will appear in red.

Download Visit Summaries

You can use My Kid's Chart to download a visit summary for any encounter. First, select the visit.

My Kid's Chart

Welcome Wilma Flintstone

Patient Charts

- Pebbles Flintstone 08/09/09
- Dino Flintstone (Privacy Enabled)

Upcoming Appointments

- Mon 10/14/19 9:45am Pebbles
- Wed 11/06/19 12:22pm Pebbles

Messages

Create Message

Visits

- 11/06/19 - Sick - Bright Futures >
- 08/30/19 - Sick - Bright Futures >
- 08/28/19 - Sick - Bright Futures >

More

Documents

At the bottom of the visit, you have options for exporting the information.

Export Visit Summary

- Download PDF 
- Download C-CDA
- Send Direct Secure Email

[Back](#) **My Kid's Chart**

Direct Secure Email

Send a patient's Visit Summary to a doctor or practice's Direct Secure Email Address. This is not regular email.

To

Direct Secure Email Address

Subject

Visit Summary Attached

Message

Attached is a Visit Summary for Pebbles Flintstone on August 30, 2019 at Lake Champlain Pediatrics.

Wilma Flintstone
Wilma@pcc.com

Attached Document

Visit Summary (C-CDA)
 Visit Summary (PDF)

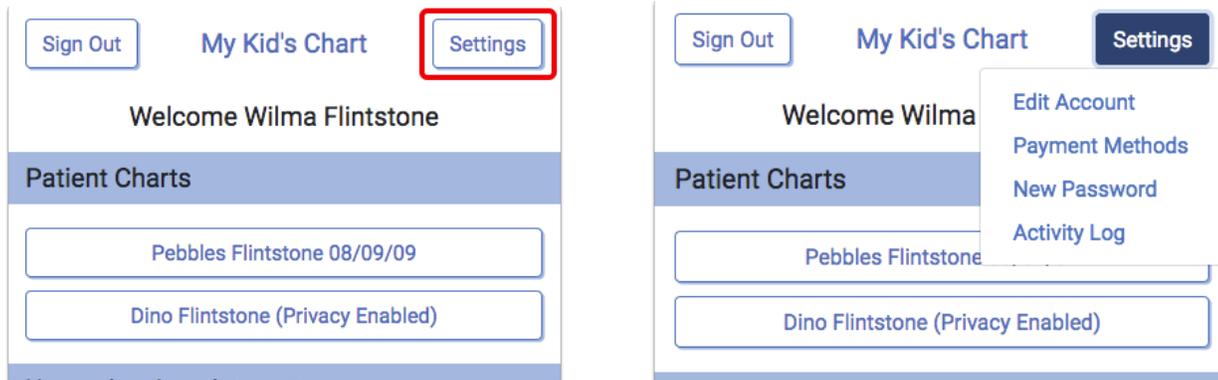
Send

- ◆ **Download PDF:** You can download a visit summary as a PDF.
- ◆ **Download C-CDA:** C-CDA is a data format that allows for easy and accurate sharing of medical data between electronic systems. If you need to share your child's visit summary with a specialist, for example, you may be able to use this option to transfer information with them electronically.
- ◆ **Send Direct Secure Email:** If your pediatrician's office has activated this feature, you can use Direct Secure Messaging (DSM) to send a visit history directly to other physicians and medical professionals with a DSM address. You can only use the Direct Secure Message option if both your pediatrician and your desired recipient have activated Direct Secure Messaging. The recipient must supply you with their Direct Secure Messaging address. A normal e-mail address will not work!

Account Settings and Activity Log

Use the Patient Portal Settings to make changes to your basic demographic information, reset your password, or view a history of portal activity related to your account or the patients you are connected to.

Click on the "Settings" button to access your account settings.



Edit Account

Click "Edit Account" to make changes to your name, email address, or phone number.

The image shows the 'Edit Account' form. It includes a 'Back' button at the top left. The form fields are: Email Address (wilma@pcc.com), First Name (Wilma), Last Name (Flintstone), and Phone (empty). A 'Save' button is located at the bottom of the form.

Click "Save" to confirm your changes.

New Password

Click "New Password" to change your password.

[Back](#) **New Password**

Enter New Password

Confirm New Password

Save

Passwords must be between 6 and 30 characters in length.

Click "Save" to set the new password.

Activity Log

[Back](#) **Activity Log**

Start Date:

End Date:

Apply

Activity

10/03/2019 11:55:53am	Wilma Flintstone	Viewed Activity Log
10/03/2019 11:55:50am	Wilma Flintstone	Viewed Home
10/03/2019 11:55:50am	Wilma Flintstone	Signed In
10/03/2019 11:55:46am	Fred Flintstone	Viewed Health Summary Pebbles Flintstone (PCC# 3336)

Wilma is logged into her own portal account settings and can see that Fred just viewed a visit summary for their daughter Pebbles

If you want to see a history of patient portal activity related to any patients you are connected to in the portal, click "Activity Log".

The Activity Log shows all activity for your own login, as well as for any other portal user who has accessed one of the patient records that you are connected to. For example, if two parents both have portal accounts related to their child, and one parent downloads a visit summary, makes a payment, or uploads an image, the other parent will be able to see the date and time they did so.

The activity date range defaults to the most recent month, but you can review any date range you wish, by clicking in the date field and using the calendar function to select a new date, and then clicking "Apply".