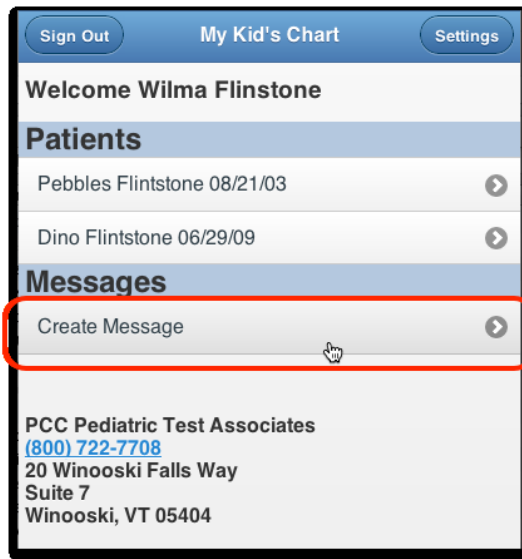


## Element 5: Request for appointments or prescription refills

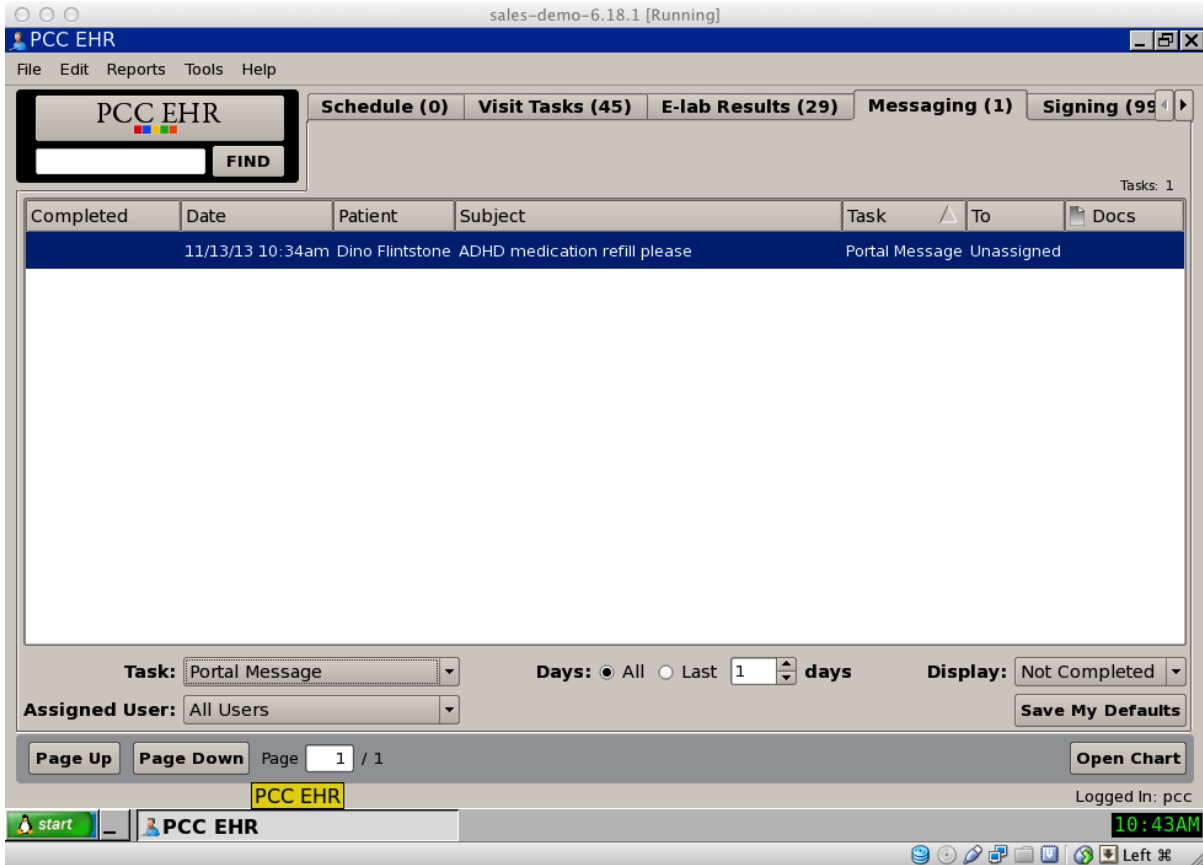
For PCC EHR practices that have been registered to use PCC's patient portal functionality, My Kid's Chart, patients can request for appointments or prescription refills via the secure messaging functionality.

From the portal, the patient would create a new message asking for a prescription refill or appointment:

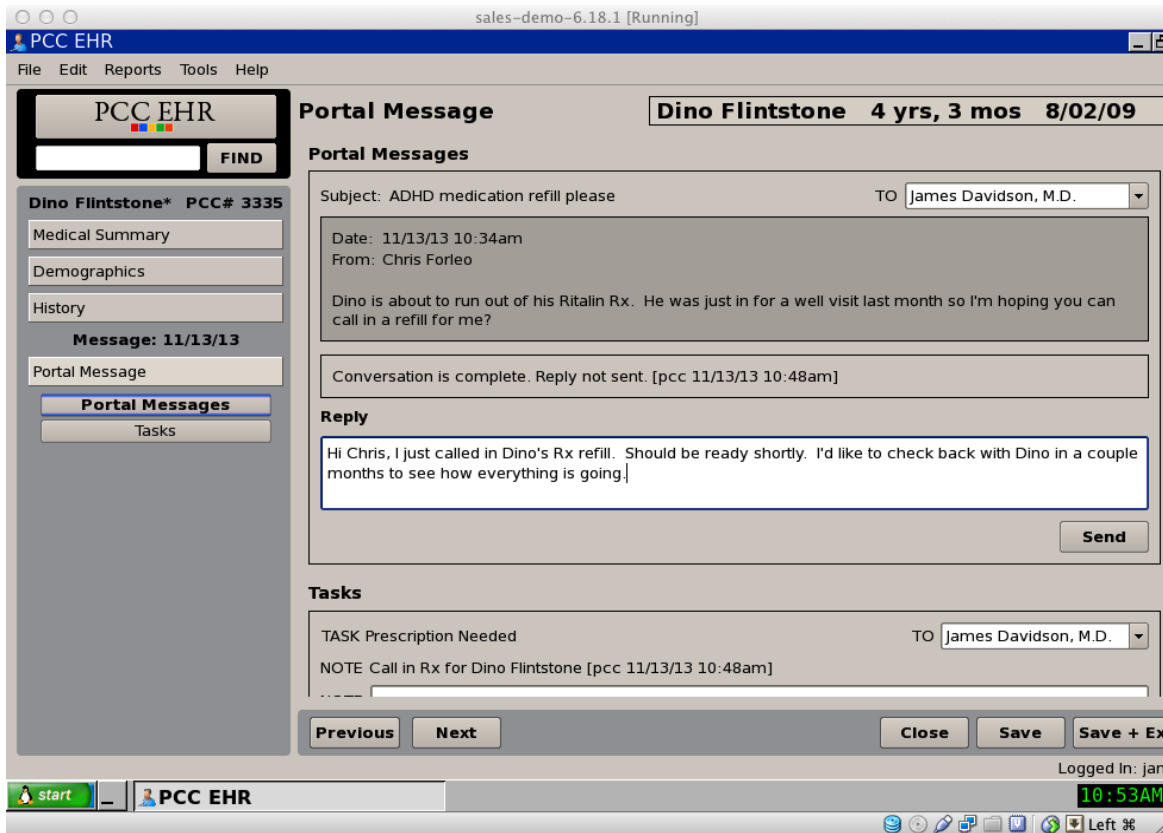


The screenshot shows the 'Create Message' form. At the top, there is a 'Back' button and the title 'My Kid's Chart'. A disclaimer reads: 'This message service is intended for non-critical questions. If you have an emergency please call 911.' The form includes a 'Patient' dropdown menu with 'Dino Flinstone' selected. The 'Subject' field contains the text 'ADHD Medication Refill'. The 'Message' field contains the text: 'Dino is about to run out of his Ritalin Rx. Since he was just in for a well visit last month, can you call in an Rx refill for me? Thanks!'. At the bottom of the form is a large blue 'Send' button.

Once sent, the request for prescription refill will appear on the “Messages” queue in PCC EHR:



An EHR user would assign the message to the patient's primary care physician who would review the request. In this case, Dr. Davidson (the PCP) has called in the Rx refill and is sending a reply back to Chris:



Once the reply has been sent, Chris will get an email letting him know a reply has been made. Checking in the portal, Chris will see the response from Dr. Davidson and know that the Ritalin Rx is ready:



Requests for appointments can be made in a similar fashion where the portal user would send a message to the practice asking to be scheduled for an appointment. The message would appear in PCC EHR and the practice would either schedule the patient or call the patient back to

confirm a convenient appointment time.