

## Welcome To Sprout!

Thank you for registering on our patient portal. Please make sure you have chosen your contact preferences and filled in requested data as completely as possible. The remainder of the paperwork we need to get started can be done at your first appointment, but doing it in advance makes the first visit more efficient. The forms can be downloaded from the forms section of the website if they aren't attached to this email.

Since we're a bit different than many clinics we've provided a User's Guide to Sprout Pediatrics below.

- 🌱 Your portal account is best for scheduling, non-urgent questions, forms and refills and viewing and printing growth and immunization records.
- 🌱 OhMD is the secure texting app we use for urgent and same day communication. We will send invitations to download the phone app and register to the cell phones in your record. Please call or email if you have any problems or need a new invitation.
- 🌱 Portal and OhMD messages help us be fully present for everyone in the office by preventing phone interruptions. Unfortunately, message notifications aren't perfect so if you haven't gotten an answer in the time you feel is appropriate please text again.
- 🌱 If you need to call *choose option 1 to get to us directly*; you do not need a patient number (that's a telemarketer decoy). If we don't answer immediately we will get your message and return your call promptly.
- 🌱 You are welcome to send questions via portal or text. I do my best to answer and often an appointment isn't required. However, I will let you know when I need you to come in to be able to help, answer or keep your kid safe. Likewise, even if I think I can answer your questions without one, if you want an appointment just say so. I am always happy to see you.
- 🌱 Email to [info@sproutpediatrics.org](mailto:info@sproutpediatrics.org) is fine with me as long as you understand that it is not a secure way to send information about your child. I cannot initiate an email containing protected health information (HIPAA language), but I can reply if you initiate a conversation and request an email reply. In addition it is acceptable to send nonspecific emails (such as this one) but please remember that your reply is only private if you use the portal or OhMD.
- 🌱 To make the best use of visits I strongly encourage you to complete forms, surveys, and screening questionnaires in advance of appointments, on paper or online when possible.
- 🌱 If I am unavailable I will have another physician taking calls for me and you will get notice in advance of the arrangements.
- 🌱 I constantly add to the material available on SproutPediatrics.org in the Patient Resources section. My goal is to password protect the section to allow me to give more detailed and specific advice. It is currently marked as 'under construction' and doesn't require a password.
- 🌱 Due to the nature of technology we will have additions and changes to our systems. Some of the services I would like to add are complex or not quite good enough. Whenever there is a change all patients will receive an explanation and instructions.

We schedule all new patients for an open-ended first visit so I can review records and get to know you. This has worked much better than scheduling a well visit, as there is often something specific that needs to be addressed. If not, then it was a well child check! Having old records and patient histories at the time of the first appointment is ideal. We can email those forms to you or they can be downloaded from SproutPediatrics.org.

Please feel free to text us with any questions, and we look forward to meeting your family!