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Thank you for inquiring about our on-line internet services available from our practice portal website. Using these services, you can communicate with our office anytime that is convenient to you for such things as appointment requests, medication renewal requests, and access to your medical information.

To begin using these services, you will need to create a secure account on our website:

[www.eastlakepediatrics.secure-sage.com/portal/](http://www.eastlakepediatrics.secure-sage.com/portal/)

For the privacy of *existing patients*, the system will require you to enter a PIN number that you may obtain from our office. *New patients* can create an account by following the "Register" link in the upper left corner. A PIN is **not required** for *new patients* to register as we do not have any protected health information on file yet.

### Frequently Asked Questions

Q. Is my information secure?

A. Yes. Safeguarding your information is a priority for us. To ensure the security of our personal information, we use industry standard encryption to prevent unauthorized access to data.

Q. What browser can I use to access the website?

A. Portal access requires Microsoft Internet Explorer v6.0 (or above).

Q. Are any special settings required?

A. Yes, you must set your browser to handle stored pages correctly. This is typically set correctly and usually does not need to be changed. To check this setting from within Internet Explorer:

1. Select the Tools menu, and Internet Options.
2. In the Temporary Internet Files Section, select the Settings Option.
3. Ensure that "Check for newer versions of stored pages" is set to "Automatically".

Q. I have more than one child that is a patient of East Lake Pediatrics. Do I need to create a separate account for each one?

A. Yes, you must create a separate account for each child who is a patient with our practice in order to protect the privacy of each individual.