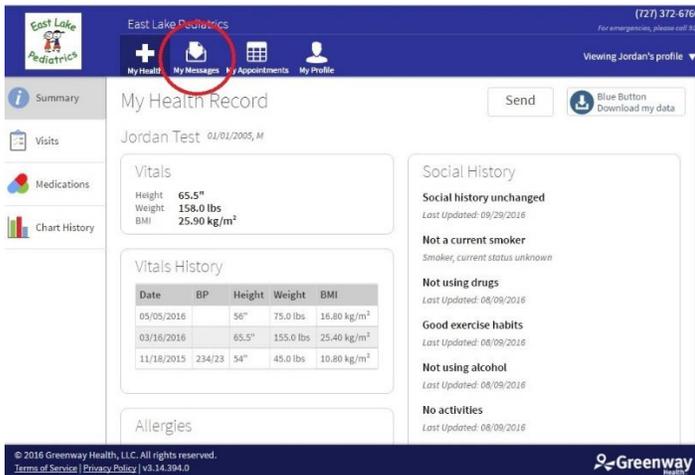


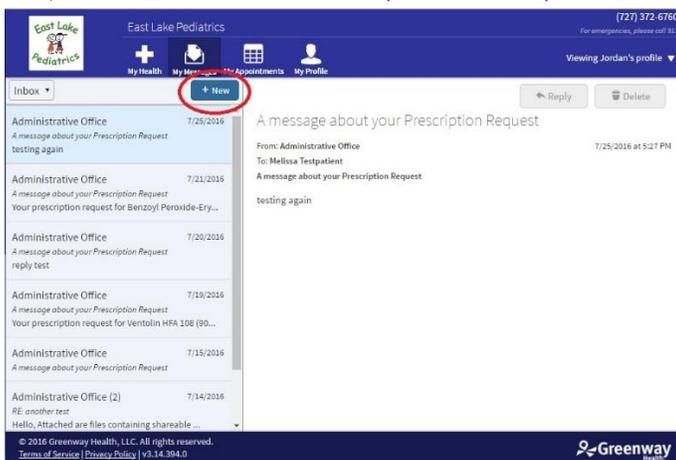
# Referral Request Instructions

To properly route your child's referral request on East Lake Pediatrics' patient portal, MyHealthrecord.com, please follow these instructions:

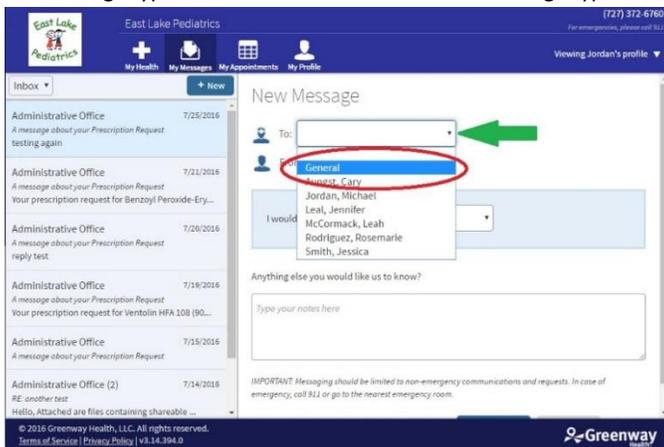
1. Sign in to MyHealthRecord.com
2. If you have more than one child assigned to your account, choose the child for which you would like to make a referral request.
3. Read, review and accept the disclaimers if you have not already done so.
4. Once you have accepted the disclaimer (or if you have previously already accepted it) you will land on your child's "Home Page".
5. Click on the My Messages tab circled below to get to the Message Center.



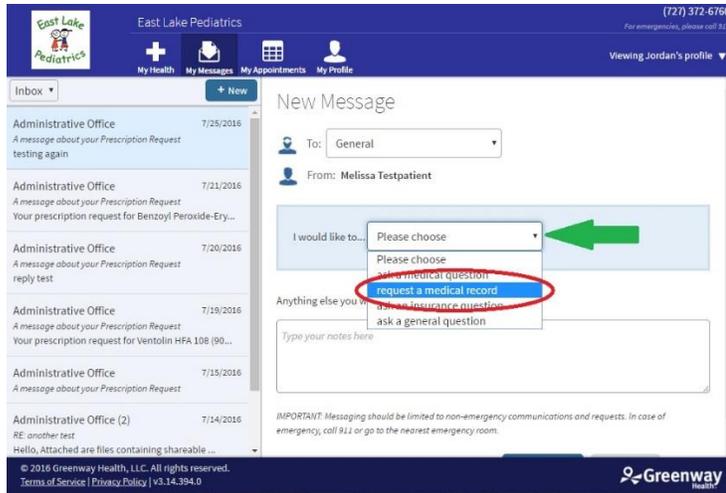
6. Next, click on the blue "+ New" button (CIRCLED IN RED) as seen below.



7. Once on the Message Center page, hit the tiny upside down black triangle (indicated by the green arrow) to open up the message type menu. Select "General" as the message type.



8. Once you select the message type, repeat the same steps by clicking another small upside down black triangle to “request a medical record”. This menu box is located below the message type menu box described in step 7.



9. After you select “request a medical record” two windows will appear which will ask:

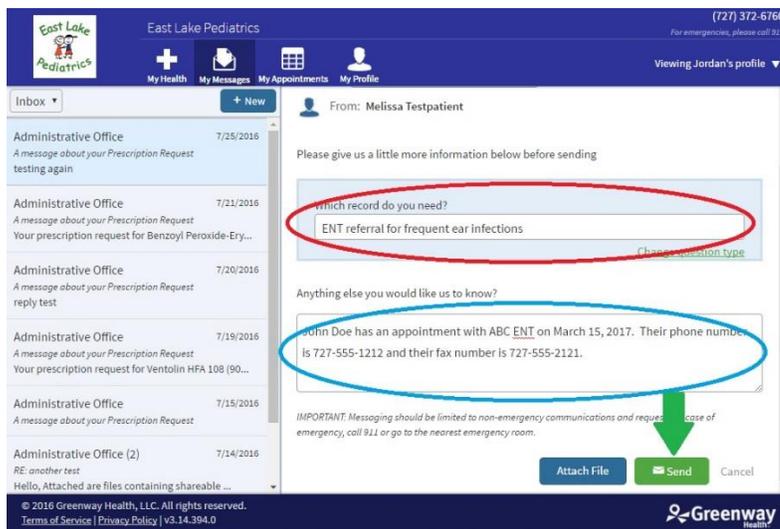
“Which record do you need?” (RED CIRCLE)

Please type in what specialist you have been referred to and why your child has been referred there.

“Anything else you would like us to know?” (BLUE CIRCLE)

Please type in your child’s name as well as the date of the appointment. Please also include the specialist’s phone and fax number as well.

Once you have filled out that information, please hit the send button at the bottom right indicated by the GREEN ARROW.



10. Once you hit the send button, a message will BRIEFLY appear stating that your message has been sent successfully. You will receive an email notification within 3 business days to your regular email address on file that you have a secure message to view on the portal. This secure message can be read in the Message Center and will notify you that your child’s referral request is being processed. If you have not received a confirmatory message after 3 business days, please call our office.