

This is the home screen for the Patient Portal. You will see this screen every time you log-in.

The screenshot shows the Valencia Pediatric Associates Patient Portal home screen. The header includes the eClinicalWeb logo with the tagline "Schedule. Prescribe. Chart. Charge." and the Valencia Pediatric Associates logo with "Pediatric and Adolescent Care" below it. Navigation links for "Portal Home", "Help", and "Sign out" are in the top right. A left sidebar contains menu items: "Questions/Concerns" (with "Ask A Question" highlighted), "Messages", "Account Information", "Review", "Appointments", and "Requests". The main content area features a "Welcome" message, a list of services available on the portal, contact information for Valencia Pediatric Associates, and a "Personal Health Record [PHR]" section with links to "PHR-View" and "PHR-Complete Report". A "Messages" section shows "No New Messages".

If you would like to ask our office staff a non-emergent question, you may now submit your question via the Patient Portal messaging system. Any Urgent matter should be addressed by calling our office directly.

The screenshot shows the "Compose New General Message" screen in the Patient Portal. The header and sidebar are identical to the home screen. The "Ask A Question" link in the sidebar is circled in red. The main content area is a form with fields for "To" (General Mailbox), "Subject" (New Message), and "Addressed To: [Optional]" (with a "Select Provider" button). A large text area for the "Message" is provided, and "Send" and "Cancel" buttons are at the bottom right.

You will receive a response via email or via phone depending on the situation. Please note your message will receive a response within 24 to 48 business hours.