

Woburn Pediatric Associates
7 Alfred St. • Suite 220
Woburn, MA 01801
(781) 933-6236
Fax (781) 938-8050



North Andover Pediatric Associates
800 Turnpike St. • Suite 202
N. Andover, MA 01845
(978) 557-5712
Fax (978) 557-5406

Patient Portal FAQ

Q. What is a Patient Portal?

A. A Patient Portal is a secure web-based online communication, patient-practice information system.

Q. What will I be able to do with the Patient Portal once I access it?

A. There are 7 main areas available on our Patient Portal:

1. You can send any non-urgent questions to our Office. This is where you would also ask for any prescription refills.
2. Access to any Questionnaires/Intake Forms the practice may advise to be completed for well visits.
3. View and Print copy of patients**Immunizations.
4. Request an Appointment or view upcoming appointments.
5. Receive reminders of upcoming appointments, message responses (replies to your messages) as well as major announcements ex: Flu clinic announcement.
6. Request a Referral.
7. View limited lab results.

****Note:** New patients Immunizations will not be available until they receive an Immunization from our practice.

Q. Who can sign up for the Patient Portal?

A. Parents, patients and guardians can all access the Patient Portal.

1. Parents and guardians may sign up their children ages 0-12 years 11 months.
2. Beginning at age 13 through 18, parents and patients will need to sign consent together.
3. Patients who turn 18 will register individually.
4. Patients 13 years of age and older can deny parents access to their medical record.
5. Parents will be reminded one month prior to their children turning 13 and 18 of their passwords being disabled.

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Q. How do I access the Patient Portal?**

- A. You need to be enabled at our office. At the time you are enabled you will receive your User login and Password. Once you are at a PC with an Internet connection, you can log in directly at <http://www.woburnpedi.com/portal> .

****Note: There is NO on-line registration. You must register in our Offices.**

Q. What if I decide not to sign up today?

- A. If you choose to wait / not sign up at this time, but would like more information please call (781) 638-1040 and a staff member will call you back. You may then register for the portal during your next office visit.

Please NOTE:

Patients thirteen years of age and older can deny their parent or guardian access to their medical record.

Q. What are the computer/internet requirements to use this system?

- A. The Patient Portal works best when used with Microsoft Internet Explorer Version 6 or higher.

Q. Is there a cost to Participate in the Patient Portal?

- A. There is no cost to participate in the Patient Portal.

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Q. What do I do if I need help using the Portal?

A. Customer support is provided by phone from 8 a.m. to 4 p.m. EST, Monday to Friday. Please leave a message on our dedicated Patient Portal Support line and a staff member will get back to you.

This line is for NON-URGENT communications and questions only.

To contact Woburn and North Andover Pediatrics Patient Portal Support line, call toll-free at (781) 638-1040.

Q. If I have more than one child at Woburn or North Andover Pediatrics can I just have one log in for all my children?

A. Unfortunately, at this time there can only be one log in per patient. If you have four children you will be required to have four separate logins.

Q. If I am divorced or separated from my spouse can they register to have their own Login and ID?

A. Separated parents are required to share login and passwords as you can only receive one per patient.

Q. Can I cancel appointments through the Portal?

A. **No** we do not allow the ability to cancel appointments through the portal at this time. You will need to call our office at 781-938-9079.

Q. Where can I look to get help on how to use the Patient Portal?

A. Once logged in please refer to the Help tab on the navigation bar. It will take you through each section of functionality available on the Patient Portal.

Q. Where can I change my password?

A. When you log onto the portal with your system generated login and password; you will have the option to reset your password.