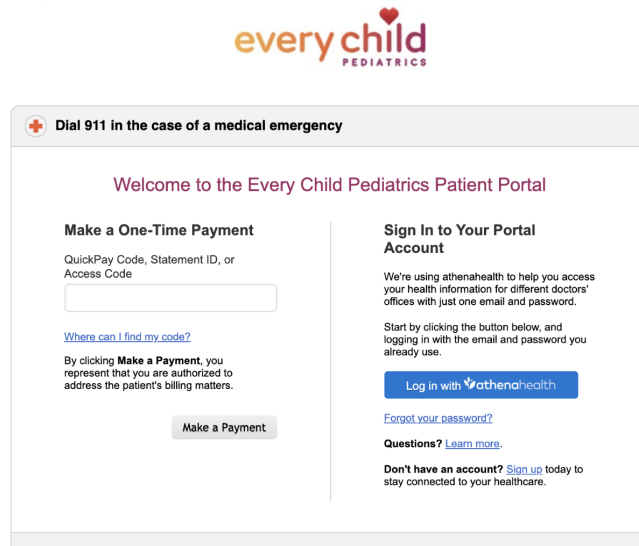# ASK US A QUESTION VIA THE PATIENT PORTAL

- Access the portal by visiting everychildpediatrics.org and selecting the "Patient Portal" tab. You can also access the portal directly at https://14034-1.portal.athenahealth.com.
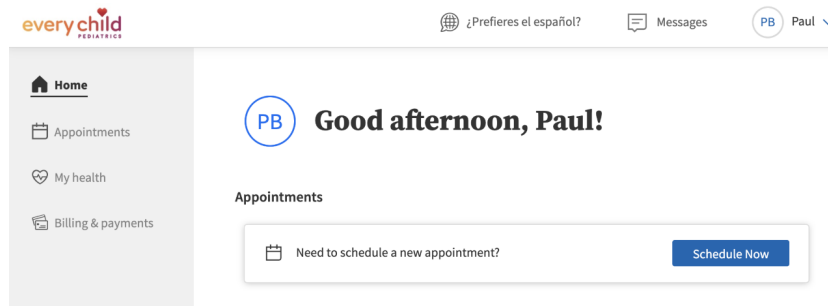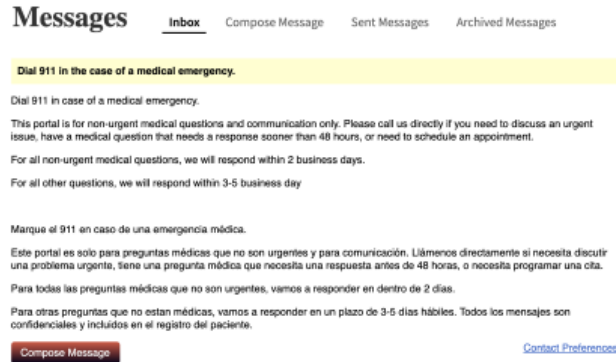

- You will first see the login page:

- Select "Log in with athenahealth" if you already have an account. If you don't have an account, you can sign up during this step. If you forgot your password, use the "Forgot your password?" link to regain access to your account. Once logged in, you will see the homepage of the portal:

- To send a "Medical Question" to Every Child Pediatrics' select "Messages" in the upper right hand corner by the patient's name.

- Once you select "Messages" it will populate a new screen. Then select "Compose Message." Please note that you can select "Compose Message" at the top or the "Compare Message" in red, both will take you to the same page.

- Once "Compose Message" is selected, you will need to fill out the following from the dropdowns:
  - Message Type – Medical Question, Appointments and Scheduling, Billing and Payments, or My Profile
  - Provider – The patient's Primary Care Provider
  - Location – The patient's office location (i.e., Aurora, Denver, Lakewood, Thornton, School-Based Health Centers)
  - Subject – The subject of the message, just like an e-mail
  - Message – The body of the message, more detail regarding the subject of the message

- Once all information has been entered in the subject and body of the message, select "Send" and this will send the message to Every Child Pediatrics.