

Swansea Pediatrics Associates, LLC

2200 GAR Highway, Swansea, MA 02777

Patient Portal Overview

Welcome to Swansea Pediatrics' Patient Portal. The Patient Portal is your gateway to the Patient Centered Medical Home.

The Patient Portal is the way to reach our office online for 4 important functions:

- Routine Well Child Appointment Requests
- Routine Refill Requests
- Referrals
- Changing Personal Information

Routine Well Child Appointment Requests:

- **ONLY** for Routine Well Child Appointments. When you request a routine appointment, you will be asked for your date/time preferences and how best to reach you. We will do our best to get back to you within 5 business days. If your child is ill and needs to be seen urgently, please call the office at (508) 379-9605. If you have an emergency please call 911.

Prescription Refills:

- Can be used for chronic medications only such as albuterol or singulair. You will need to enter the name, strength and dose of the medication for confirmation, as well as the name and number of your pharmacy. We will need 48 hours (2 business days) to fill this request. Controlled substance, antibiotic and psychiatric medication prescription refill requests **CANNOT** be filled through the portal.

Referral Requests:

- If your pediatrician has referred your child to a specialist, please submit your request for a referral as soon as your appointment is made, if you made the appointment yourself. Please be sure to include the name of the specialist, as well as the date and time of the appointment.

Changing Demographic Information:

- You may easily update your address, phone number or insurance information.

Please download and fill out the Portal Enrollment Form and return it to the office to obtain your Username and Password. If you have any questions, just call the office at (508) 379-9605.