



Mobile Check-in with Phreesia Frequently Asked Questions

Q: What is Phreesia?

A: Phreesia is a mobile check-in service, allowing you to complete pre-visit registration forms from your own device (any smartphone, computer, or tablet) in the privacy of your home instead of when you arrive at the clinic for your child's appointment.

Q: Why is Allegro partnering with Phreesia?

A: Allegro Pediatrics is partnering with Phreesia to save you time when arriving at the clinic and to ensure that your child's health records will always be up-to-date. The information you enter is private and secure and will allow our team to better care for your child.

Q: Is the Phreesia system secure?

A: Yes. Phreesia provides industry-leading privacy and security for our patients' data. They are held to the same standards as Allegro Pediatrics related to protecting your family's information. For additional information about Phreesia's security visit <https://www.phreesia.com/patient-privacy>.

Q: Do we need to use the new system for every appointment?

A: Yes. But once you have completed the initial registration, the next time will be much quicker because Phreesia saves your answers.

Q: Do I need to download an app to do mobile check-in?

A: No. There is no app - you simply click the link provided in the text message or email. This allows you to securely answer any registration and medical questions necessary for your child's appointment.

Q: Can I complete the forms in a language other than English?

A: Yes! Mobile registration is available in 20 different languages, and the PhreesiaPads in the office offer Spanish in addition to English.

Q: What happens if I can't finish my registration before the appointment?

A: That's okay! If you have not completed your registration before the visit, see one of our receptionists, and they will be happy to send you a new link. Don't worry, Phreesia saves information you entered previously.

Q: Can I use the Phreesia Arrival Station in the clinic?

A: Our new Arrival Stations can be used by patient families who have completed their mobile check-in prior to the visit. The Arrival Station just lets us know you have arrived in the office. Of course, you are also welcome to check in with the receptionists at the front desk if you prefer.

Q: What if I have questions or feedback?

A: You can talk with any of our receptionists in the clinic, reach out through the Contact Us page on AllegroPediatrics.com, or send a secure message through the Patient Portal.