




Hello Parents & Caregivers,

At Pediatric Partners of NC, we use the pMD application for all communication about therapy sessions.

**To download the pMD app:**

1. Go to the Apple Store or Google Play Store on your mobile device.
2. Search “pMD”.
3. Select the app with this pMD logo:  and choose “install”.
4. Once you’ve downloaded the app, open it, A prompt should come up to enter your cell phone number. **Enter the phone number that you provided on your initial paperwork** and then press “enter”.
5. Select “Create a free account”.
6. Select “I’m a patient”.
7. Once you’ve downloaded and set up the application, send Taylor a text message and you will receive an invitation to connect with Pediatric Partners shortly.

**What we’re using the pMD app for:**

1. Scheduling changes → **All scheduling changes must be sent to Taylor or left on a voicemail for the front office (910) 920-3838.**
2. Questions about scheduling
3. Questions for occupational, physical, and speech therapists
4. To send pictures and videos taken during therapy sessions
5. Any other questions or concerns regarding your child

**How to use the app:**

1. Once you have accepted the invitation to connect with Pediatric Partners, your child’s therapist(s) will add you to their communication list.
2. You can use the app to send and receive messages, photos, and videos of your child.
3. The app can also be used for video calls if needed.
4. Each therapist will respond to your message(s) within 1 business day. Hours of operation for PPNC are Mon-Thurs 8am-6pm. **Any messages sent outside of this window will receive an automated response.**
5. Taylor can also be contacted on the app on Fridays between 9am-12pm. **Any messages sent outside of this window will receive an automated response.**

As always, you can call us at (910) 920-3838 and leave a voicemail or email us at [admin@pediatricpartnersnc.com](mailto:admin@pediatricpartnersnc.com) at any time. If you need to contact the office during the weekend to reschedule a session, please call the front office instead of messaging on the application. **If you cancel a Monday appointment over the weekend you will be subject to the late cancel policy.** If you have any questions or concerns regarding downloading or setting up the pMD app, send a text message to Haley at 334-444-5740.

Thank you for your flexibility as we get used to this messaging platform and, as always, thank you for being a part of the Pediatric Partners of NC family!