

March, 2025

Dear New Sierra Canyon Families,

Sierra Canyon uses an online database called **Magnus Health SMR** (Student Medical Record). This database has many benefits, including less paperwork for parents to complete each year, up-to-date information readily accessible to our nurses, and a single online location for families to fill out school-related forms. As this is a web-based system, you will have continuous access to your child's health record. Additionally, you will have the option to take the digital health file with you when your child graduates.

Founded in 2006, Magnus Health is the leading provider of a web-based SMR program designed specifically for use in schools. Its primary focus is streamlining the collection and secure storage of health information in accordance with HIPAA, FERPA, and state regulations. For more information about Magnus Health's document collection process, privacy and security policies, and other important issues, please visit <https://magnushealth.com/privacy-security/>.

Information and Deadlines Regarding 2025-2026 Forms

On May 1, 2025, you will have access to your child's Magnus Health SMR account to begin completing the health forms for the 2025-2026 school year. **After you log in to the Parent Portal, you can access Magnus via the button titled "Magnus Health" under the Resource tab.** We ask that you complete the health information required for each child attending Sierra Canyon School **no later than August 15, 2025**. Please reserve 15 to 20 minutes per child, depending on particular circumstances. Going forward you will simply provide updates to the record as needed.

Please be aware that students will not be permitted on campus at the start of school until all health documents have been uploaded. We encourage you to schedule an appointment with your child's healthcare provider as soon as possible to ensure all required forms are submitted by August 15. Families will continue to receive weekly email reminders if there are outstanding items in a student's Magnus account. If an item has been submitted but has not yet been approved by the Health Office, a reminder will still be sent until it is approved. Please do not call the Health Office if an item is pending; they are diligently approving forms in the order they are received.

Students in Grades 9-12 participating in athletics are required to complete a physical exam annually to be eligible for competition. Sierra Canyon partners with EXER to provide free physical exams for one week in late May, and the Athletic Department will share more details in the coming weeks. Once completed, physicals can be uploaded to Magnus at any time. Additionally, several read-only athletic forms require electronic signatures, so please review and complete them as needed.

Questions and Troubleshooting

Magnus Website: If you are having difficulty navigating the Magnus system, such as entering or submitting data online or downloading or uploading forms, please contact Brenna Miller at bmiller@sierracanyonschool.org.

Magnus Customer Support could also be helpful. Please use one of the methods below. While it may take them a day to return your call, in our experience, they are quite timely in their responses to parent inquiries.

- Call Magnus Customer Support at 877-461-6831.
- Send an email to service@magnushealthportal.com.
- Visit the parent help website at magnushealthsupport.force.com; there is live chat support, an email support button, and FAQ questions and instructions.

Sierra Canyon Portal: If you have problems accessing your Magnus Health SMR account from your Parent Portal Resource Page on Sierra Canyon School's website or have forgotten your Sierra Canyon log-in, you may email the Director of Communications and Marketing at cellinghouse@sierracanyonschool.org.

Child Health Issue: If you have a specific health-related question regarding your child, you should email the health office directly at healthoffice@sierracanyonschool.org. They will answer emails within 24 hours in the order they are received.

Thank you so much for participating in this important program. Please do not hesitate to ask for help if you encounter problems. Lastly, please remember that **all Magnus Health forms for each enrolled child are due by August 15, 2025.**

Thank you,

Sierra Canyon Health Office
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