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Portal Login: First Time

The practice has provided you with a “*Welcome to NextMD Letter*”!



You have been enrolled in NextMD.

Your enrollment token is: **111-11-111**. To protect the privacy of your medical information this token should be kept secret. You will be required to enter this token to complete your enrollment. Once the enrollment process is complete, you will no longer need it. You must complete the online enrollment process within 30 days or your enrollment token will expire.

Patient Portal Home Page

- There can be a slight delay from the time the token is provided to you by your doctor’s office and when that token is updated to the portal. We suggest that you wait a day to complete the enrollment after receiving the token.
- Navigate to the patient portal website <http://www.nextmd.com>
- Click “**CREATE ACCOUNT**” to create username and password

The image is a screenshot of the 'Log into Patient Portal' page. It features a white background with a light gray border. At the top, the title 'Log into Patient Portal' is centered. Below the title, there are two input fields: 'Username' and 'Password'. Each field has a placeholder text of the same name. To the left of each input field is a small blue link: 'Forgot username?' for the username field and 'Forgot password?' for the password field. Below the password field is a large blue button with the text 'LOG IN' in white, uppercase letters. Underneath the button, there is a link that says 'I have my password reset token'. At the bottom of the form, there is a horizontal line with the text 'I am new here' in the center. Below this line is a red-outlined button with the text 'CREATE ACCOUNT' in blue, uppercase letters.

Terms and Conditions Screen

- Review the Terms and Conditions, and if approved then click “***I Accept***”.

Terms and Conditions

PRIVACY POLICY

Please review our Privacy Policy, which as between you and NextGen Healthcare Information Systems, LLC, its corporate parent Quality Systems, Inc. and their

I Accept

I Do Not Accept

Print

New to Patient Portal Screen

- Select *I have an enrollment token*

New to Patient Portal

This is your first step in the enrollment process. Please select the option that applies to you.

I have an enrollment token

I have a temporary username and password

Token Details

- Enter the *Token number* from the Welcome to NextMD Letter provided by your medical office.
- Enter your *date of birth*.
- Enter your *last name*.
- Enter your *email address or select* “I do not wish to provide an email address”.
- Click *Next*.

Enter token details

Please enter the following information to verify your identity.

* Token number

+ What is a security token?

* Date of birth

mm/dd/yyyy

* Last name

* Email address

☐ I do not wish to provide an email address

NEXT

CANCEL

Account Options

- Select *Sign up for a new account*

Welcome

Sign up for a new account

Add to an existing account

Account Credentials

- Create your *Username*
- Create your *Password*
 - Follow Password requirements
- *Confirm Password*
- Click *Next*

Set up account

* Username

× Use 6-50 characters

* Password

× Use 8 or more characters

× Use upper and lower case letters (e.g. Ba)

× Use a number (e.g. 1234)

× Use a [special character](#) (e.g. \$^%)

× Avoid including commonly used passwords (e.g. 'password')

* Confirm Password

NEXT

CANCEL

Security Questions

- Create five (5) unique security questions/answers.
- Click [Submit](#).

Set up security questions

Please select five unique security questions, then enter your answer for each.

* Security question 1

* Answer 1

* Security question 5

* Answer 5

SUBMIT

CANCEL

Google Authenticator (**Optional Feature)

- Either select [I am not interested](#) or [Get Started](#).
 - If you select [Get Started](#), follow the prompts provided by Google Authenticator.

Protect your account with Google Authenticator

Each time you sign in to your Patient Portal account, you'll need your password and verification code.



Make your account more secure

Each time you log in, a unique verification code will be sent to your phone through the Google Authenticator app. Enter this code after your password for an extra layer of security.

Get started

[I am not interested](#)

Successfully Updated

- Click [Continue](#).

Successfully Updated

You have successfully updated your Patient Portal login information.

Please click on the continue button to access your account.

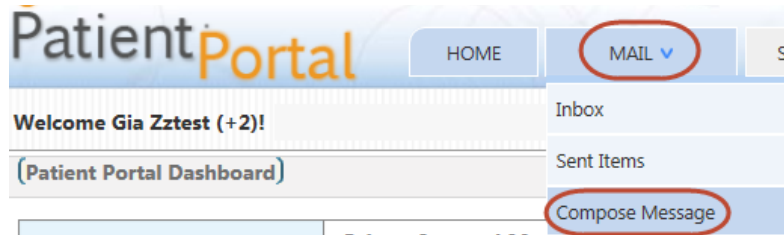
Continue

From your Welcome screen you can view and access your Inbox, Upcoming Appointments, Reminders, Lab Results, Medications and much more.

Patient Portal: Quick Guide Page 7

How to send a message

- In the top bar, choose the **Mail** tab then click **Compose Message**.



- Start writing your message.
 - Category:
 - Ask a Billing Question
 - Ask about Test Results
 - Ask the Clinical Staff a Question
 - Ask the Front Desk a Question
 - Request a Referral
 - Request Medical Records
- Click **Submit**.
 - All fields need to be completed before submitting.

Patient Portal HOME MAIL ▾ SC

Welcome Gia Zztest (+2)!

(Patient Portal Dashboard)

Inbox

Sent Items

Compose Message

Compose Message

1) Select Practice and Patient

*Practice: Dunkirk Family Practice ▾

2) Select Message Category and Recipient

Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.

*Category: Ask a Medical Question ▾

*To: Dr. Owens' Staff ▾

*Subject: Sore Throat

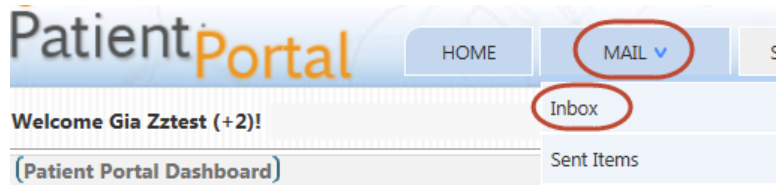
* Message: I have had a sore throat and fever for two days. Should I come in for a strep test?

⚠ *Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice.

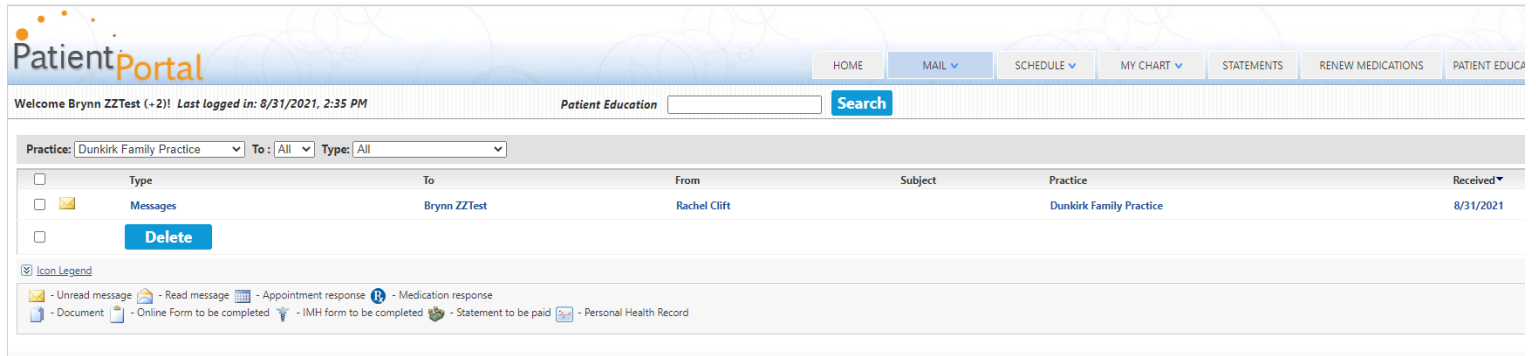
MESSAGES WILL BE RESPONDED TO WITHIN 3 BUSINESS DAYS!

How to check your portal messages

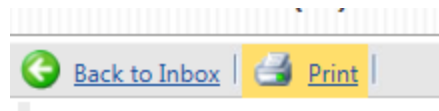
- In the top bar, choose the **Mail** tab then click **Inbox**.



- Similar to email, **Left Click** to open the message.

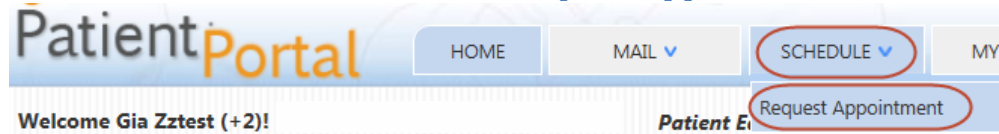


- To Print: Select the print icon.
- To Go Back to Inbox: Select Back to Inbox icon.



How to request an appointment

- In the top bar, choose the *Schedule* tab then click *Request Appointment*.



- Complete the Appointment Request then click *Submit*.

Appointment Request

1. ENTER REQUEST

2. SELECT APPOINTMENT

3.

1) Select Your Medical Practice

Please select the medical practice for that appointment.

*Practice: Dunkirk Family Practice

2) Select Provider and Location

Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk (*) denotes required

*Select provider/group: Brophy MD, Catherine

*Select category: Office Visit

*Select location: Dunkirk Family Practice [Address](#)

Hours of operation: Mon: 8:30 AM - 5:00 PM

Tue: 8:30 AM - 5:00 PM

Wed: 8:30 AM - 5:00 PM

Thu: 8:30 AM - 5:00 PM

Fri: 8:30 AM - 4:30 PM

3) Submit Request

Please fill in all required fields and click the Submit button to submit your request.

*Reason for appointment: Annual Medicare Visit

*Priority: Normal

*Make appointment for: This Week

*Preferred date/time: to

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

Alternate date/time: to

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri



*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice.

Appointment Requests will be answered as promptly as possible. If you do not hear from someone within 72 business hours, please call the office. If you need an appointment within 24 hours, please call the office at 410-286-3865.

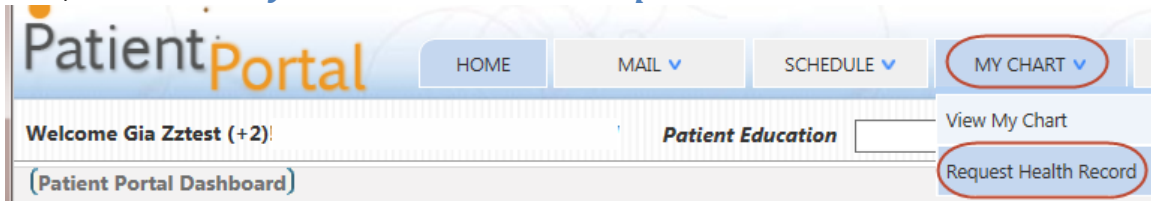
Submit

- You will receive an email confirmation in Patient Portal when your request is approved.

How to request and view your personal health record

Important: You must request your health records to view.

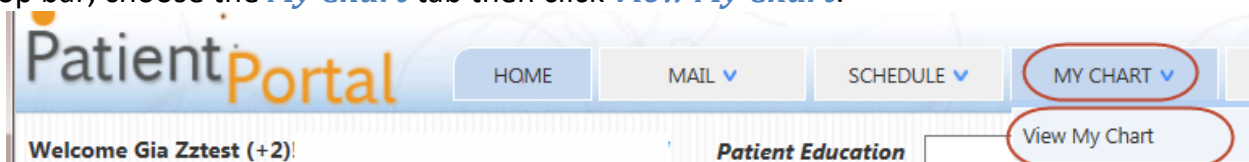
- In the top bar, choose the [My Chart](#) tab then click [Request Health Record](#).



- Confirm Practice and Patient then click [Submit](#).

A screenshot of the 'Request Personal Health Record' form. The form has a title 'Request Personal Health Record' and a subtitle '1) Select Practice and Patient'. Below the subtitle is a instruction: 'Please select the medical practice and the person on which behalf the request will be sent to the practice.' There is a dropdown menu for '*Practice:' with 'Dunkirk Family Practice' selected, circled in red. Below this is a section for '2) Select Chart Date' with a subtitle 'Please select the medical practice and the person on which behalf the request will be sent to the practice.' and a dropdown menu for '* Chart Date:' with 'All' selected. A warning box with a yellow triangle icon contains the text: 'Personal Health Record may contain confidential material including, but not limited to, HIV diagnosis, STD diagnosis, STD screening and mental health diagnosis. Dunkirk Family Practice is not responsible for the distribution of the contents within a patient's medical record within the secure patient portal.' At the bottom of the form is a blue 'Submit' button, circled in red.

- In the top bar, choose the [My Chart](#) tab then click [View My Chart](#).



How to renew your medication

- In the top bar, choose the [Renew Medications](#) tab.
- Select desired active medication(s), pharmacy and renewal information.
 - To select an active medication, Left Click next to the medication name then click Select.
 - To select a pharmacy, type in the Pharmacy then click Search.
- Click [Submit](#).

The screenshot shows the 'Patient Portal' interface. At the top, there's a header with the portal name and a welcome message for 'Brynn ZZTest (+2)' with a login timestamp of '8/31/2021, 2:35 PM'. The main section is titled 'Renew Medications'. It contains four numbered steps: 1) Select Your Medical Practice, 2) Select Medications, 3) Select Pharmacy, and 4) Submit Renewal. Step 1 shows a dropdown menu for 'Practice' with 'Dunkirk Family Practice' selected. Step 2 indicates no medications are currently selected and provides a link to 'Select different medications'. Step 3 indicates no pharmacy is currently selected and provides a link to 'Select different pharmacy'. Step 4 includes dropdowns for 'Reason' (set to 'Renewal of Ongoing Medications') and 'Send to' (set to 'Brophy MD, Catherine'), a text area for 'Comments', and a disclaimer with a warning icon stating 'Please allow 3 business days for medications to be refilled.' A blue 'Submit' button is at the bottom.

Patient Portal

Welcome Brynn ZZTest (+2)! Last logged in: 8/31/2021, 2:35 PM Patient Education

Renew Medications

1) Select Your Medical Practice
Select the medical practice that prescribed the medication you wish to renew.

*Practice:

2) Select Medications
Select the medication you wish to renew.

You currently have no medications selected for renewal, click the Select different medications link to choose the medication(s).

[Select different medications](#)

3) Select Pharmacy
Select the pharmacy you wish to handle the refill.

You currently have no pharmacy selected for renewal, click the Select different pharmacy link to choose the pharmacy.

[Select different pharmacy](#)

4) Submit Renewal
Select Reason and Provider for this medication refill.

*Reason:

*Send to:

Comments:

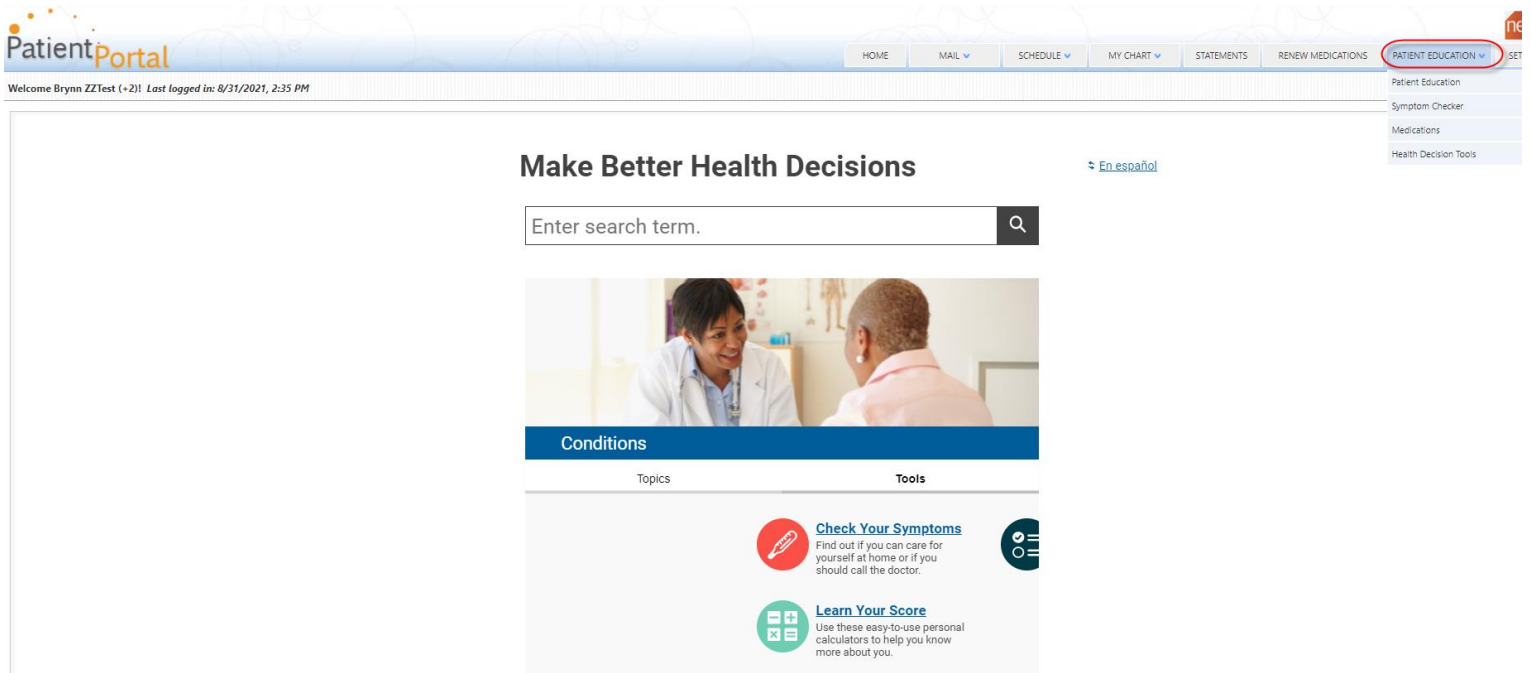
Maximum length: 500 characters

*Disclaimer: Please allow 3 business days for medications to be refilled.

Submit

How to view Patient Education Resources

- In the top bar, choose the *Patient Education* tab.



The Patient Education tab provides the patient with access to educational material including Symptom Checker and Health Decision Tools provided by Healthwise Health Information Knowledgebase.

Important: The information obtain this link does not replace the advice of a medical provider.

How to pay your Statement online

- In the top bar, choose the **Statements** tab.



- Click **Pay Now**.

The image shows the 'Statements' page in the Patient Portal. It features a header with 'CalvertHealth Medical Group' and a 'Collapse' link. Below this, there's a section for 'TestSG V. Zztest, as of 1/22/2015 9:31:06 PM'. This section includes links for 'View Last Statement', 'View Statement History', and 'View Online Payments'. The 'Last Statement Balance' is listed as '\$101.53'. A 'PAY NOW' button is prominently displayed and circled in red.

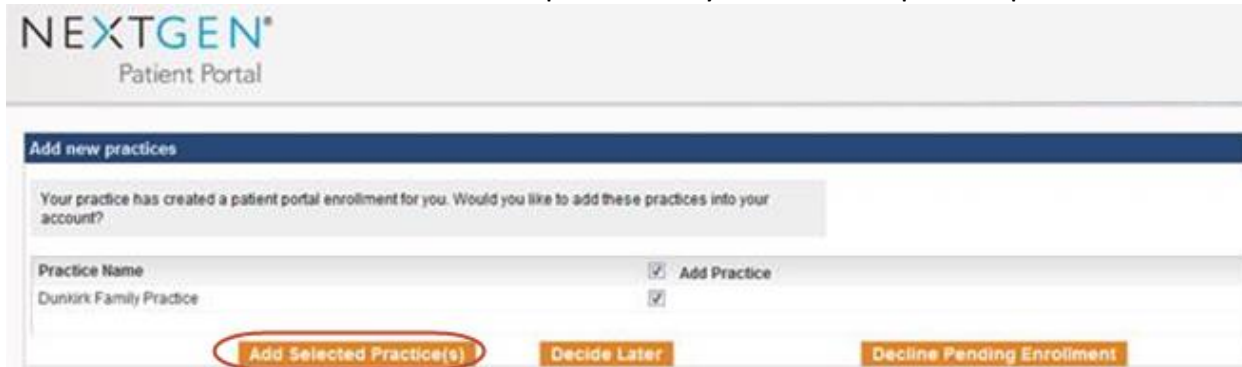
- Complete the Make a Payment section then click **Submit**.

The image shows the 'Make a Payment' section of the Patient Portal. It begins with a heading 'Make a Payment' and a paragraph of instructions. Below this, there are several form fields: 'Payment Method' (with radio buttons for VISA, MasterCard, AMEX, DISCOVER, and eCHECK), 'Payment amount' (with radio buttons for 'Pay Total Due: USD \$101.53' and 'Pay Other Amount: USD \$'), 'Cardholder's first name' (filled with 'Gia'), 'Cardholder's last name' (filled with 'Zztest'), 'Credit card number' (with a masked input field), 'Expiration date: (Month / Year)' (with dropdowns for '01' and '2018'), 'CVV2' (with a masked input field and a link 'What is the CVV2?'), 'Select a billing address' (with a dropdown menu showing '123 Italian Way, Lusby, MD 20657'), 'Address line 1', 'Address line 2', 'City', 'State' (with a dropdown menu), and 'Zip' (with a masked input field). At the bottom of the form, there is a warning icon and a message: 'This is an electronic copy of your statement. A paper copy has also been mailed to you. Please contact our Billing Department Monday-Friday 8am-4pm at 410-414-4555 if you have any questions.' A 'SUBMIT' button is located at the bottom right of the form and is circled in red.

How to add another practice/clinic that also uses NextMD Patient Portal?

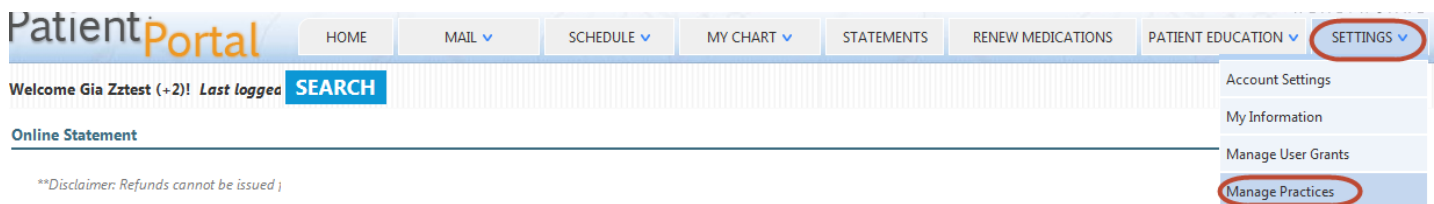
After you sign up for NextMD with another participating practice, you will automatically receive an “Add new practices” pop-up upon logging into NextMD.

- Click Add Selected Practice to add the practice to your NextMD patient portal.



In the event you close the pop-up

- In the top bar, choose the [Settings](#) tab then click [Manage Practices](#).



- Complete the “Enroll in an additional practice” section with the Security Token provided by your practice, then click [Submit](#).

Examples of local practices that currently utilize NextGen Enterprise Patient Portal:

- CalvertHealth Medical Group
- Dunkirk Family Practice
- Center for Vein Restoration
- Shah Associates
- Capital Women’s Care
- Maryland Eye Associates