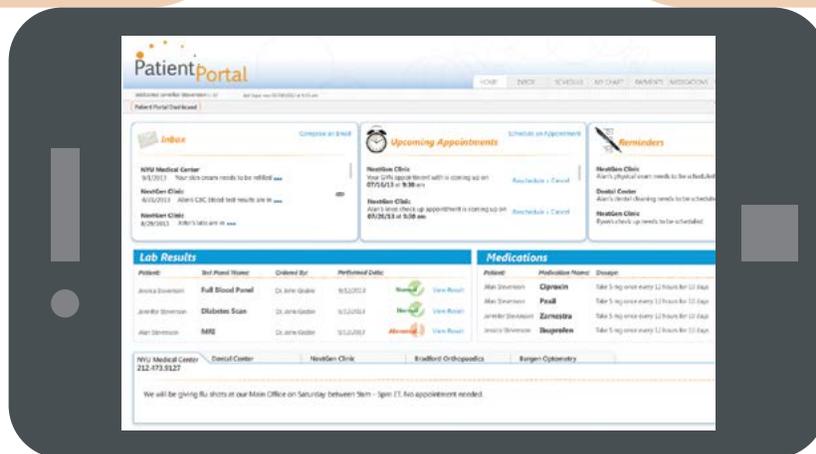


Welcome to the Patient Portal!



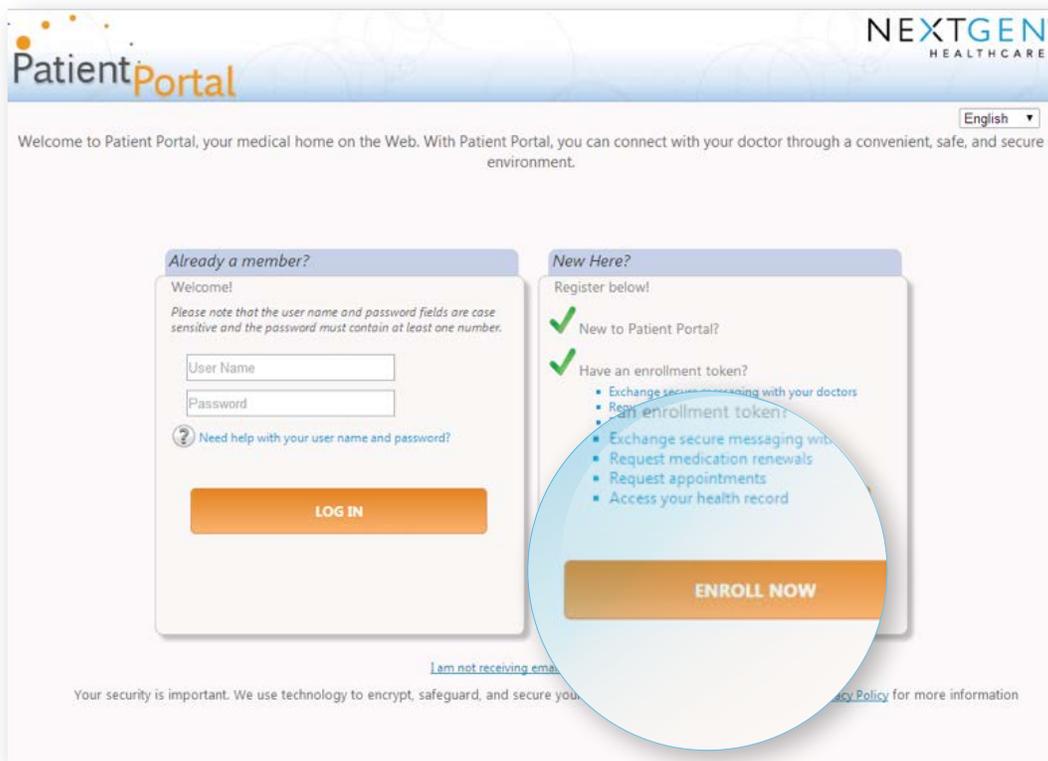
You're about to find out just how **easy** it can be **to communicate** with your healthcare provider, **schedule** and request appointments, **take control** of your medical information, and more. Using this quick reference guide, **find out how simple it is** to start using the Portal. If you have questions about the Portal, please contact your provider's office.

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How to Self-enroll in the Portal

Navigate to the NextGen® Patient Portal website provided by your practice. Click the “[Enroll Now](#)” Button to get started.



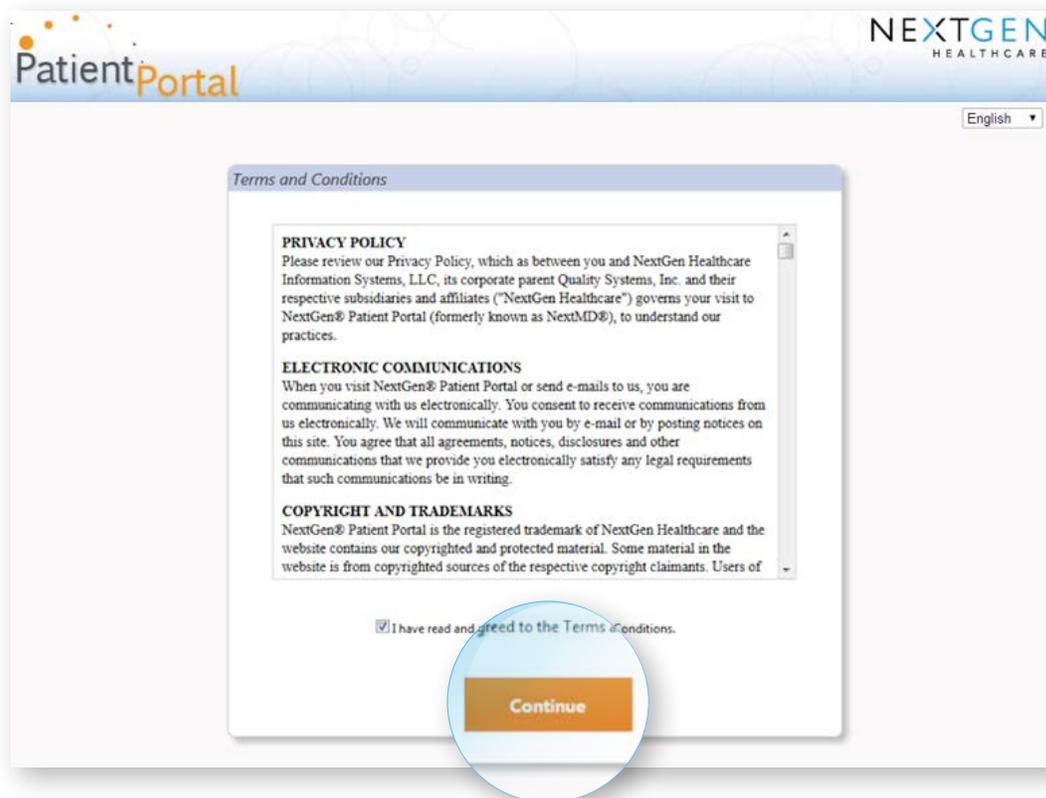
The screenshot displays the NextGen Patient Portal homepage. At the top left is the "PatientPortal" logo, and at the top right is the "NEXTGEN HEALTHCARE" logo. A language dropdown menu is set to "English". Below the header, a welcome message reads: "Welcome to Patient Portal, your medical home on the Web. With Patient Portal, you can connect with your doctor through a convenient, safe, and secure environment." The main content area is divided into two columns. The left column, titled "Already a member?", contains a "Welcome!" message, a note about case sensitivity, input fields for "User Name" and "Password", a help link, and a "LOG IN" button. The right column, titled "New Here?", contains a "Register below!" message and two green checkmarks. The first checkmark is for "New to Patient Portal?". The second checkmark is for "Have an enrollment token?", which is expanded to show a list of benefits: "Exchange secure messaging with your doctors", "Request medication renewals", "Request appointments", and "Access your health record". Below this list is an "ENROLL NOW" button. A circular callout highlights the "ENROLL NOW" button. At the bottom, there is a security notice and a link to the "Privacy Policy".



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How to Self-enroll in the Portal

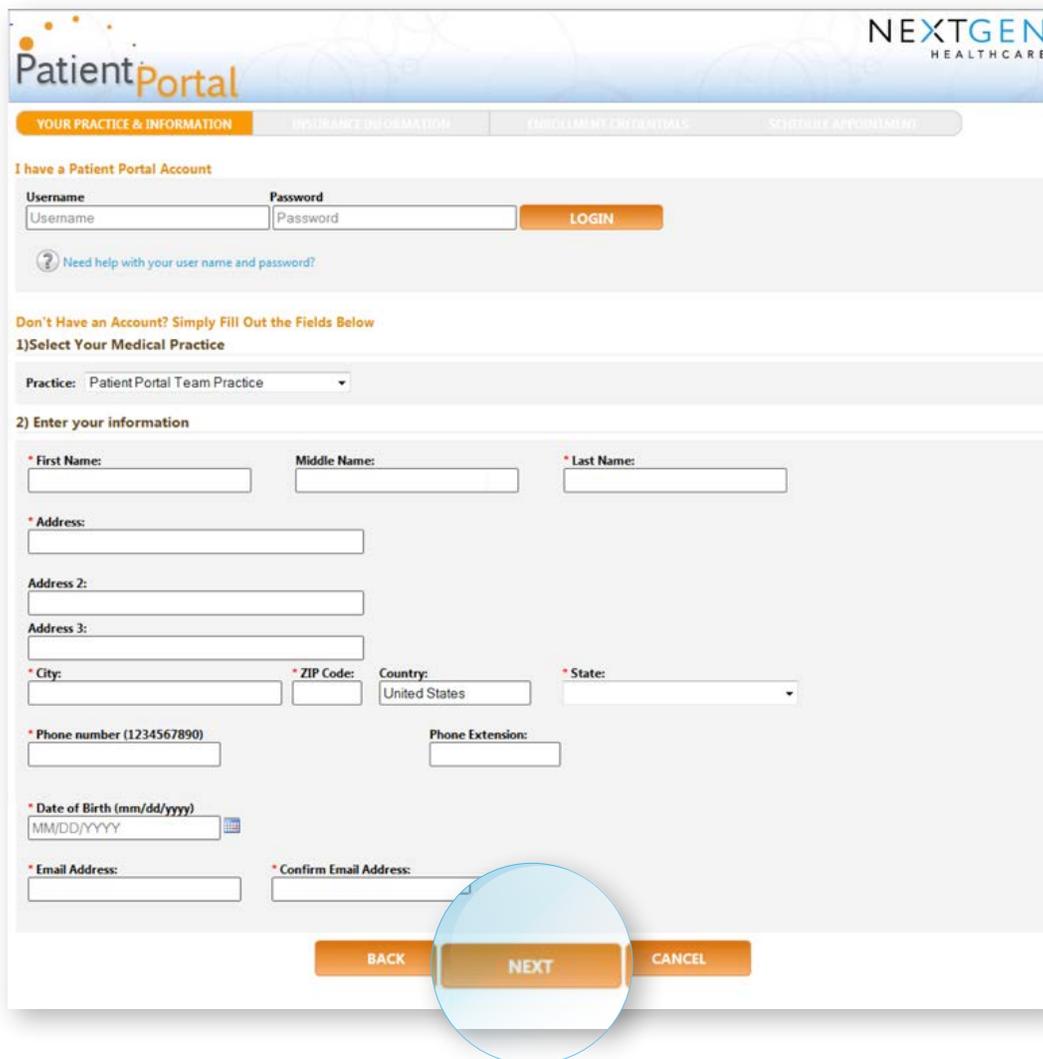
Check the box and click the “Continue” button to agree to the Terms and Conditions.



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How to Self-enroll in the Portal

Using the link provided by your practice, complete the screens below as prompted. Create a username and password and click “**submit**” to send securely to your practice for approval. If your practice chooses, you can also request an appointment at this time.



The screenshot shows the 'Patient Portal' self-enrollment interface. At the top, there are navigation tabs: 'YOUR PRACTICE & INFORMATION' (selected), 'INSURANCE INFORMATION', 'EMPLOYMENT CREDENTIALS', and 'SCHEDULE APPOINTMENT'. The 'NEXTGEN HEALTHCARE' logo is in the top right. Below the tabs, there are two main sections. The first section, 'I have a Patient Portal Account', contains fields for 'Username' and 'Password', a 'LOGIN' button, and a link for help. The second section, 'Don't Have an Account? Simply Fill Out the Fields Below', is divided into two parts: '1) Select Your Medical Practice' with a dropdown menu, and '2) Enter your information'. This section includes fields for 'First Name', 'Middle Name', 'Last Name', 'Address', 'Address 2', 'Address 3', 'City', 'ZIP Code', 'Country' (set to 'United States'), 'State', 'Phone number (1234567890)', 'Phone Extension', 'Date of Birth (mm/dd/yyyy)', 'Email Address', and 'Confirm Email Address'. At the bottom of the form are three buttons: 'BACK', 'NEXT' (highlighted with a blue circle), and 'CANCEL'.



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Add insurance and address information

Enter optional insurance and address information as desired
and click "Next."

The screenshot shows the 'Patient Portal' interface for 'NEXTGEN HEALTHCARE'. The page is titled '1) Enter Your Health Insurance Information (Optional)'. It features a navigation bar with tabs for 'YOUR PRACTICE & INFORMATION', 'INSURANCE INFORMATION' (which is highlighted), 'ENROLLMENT CREDENTIALS', and 'SCHEDULE APPOINTMENT'. Below the navigation bar, there is a checkbox for 'I am self-insured'. The form includes several input fields: 'Insurance/Payer name', 'Policy number', 'Group number', and 'Group name'. Below this section is another section titled '2) Enter Your Health Insurance Claim Mailing Address (Optional)'. This section contains input fields for 'Address', 'City', 'State' (a dropdown menu), 'ZIP Code', 'Country' (with 'United States' selected), and 'Phone number'. At the bottom of the form, there are four buttons: 'BACK', 'NEXT', 'SCHEDULE AN APPOINTMENT', and 'CANCEL'.



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Username and Password

Select your username, security question, and password. Click “[Complete Enrollment](#).” Or, if your practice is configured for scheduling and you wish to make an appointment, choose “[Schedule an Appointment](#).” Once you’ve completed enrollment, you will receive an email notifying you when your enrollment is approved.

The screenshot shows the 'ENROLLMENT CREDENTIALS' step of the NextGen Patient Portal enrollment process. The page features a header with the 'PatientPortal' logo and 'NEXTGEN HEALTHCARE' branding. A navigation bar includes tabs for 'YOUR PRACTICE & INFORMATION', 'INSURANCE INFORMATION', 'ENROLLMENT CREDENTIALS', and 'SCHEDULE APPOINTMENT'. A 'FRAUD WARNING' section is present, followed by three main sections: '1) Create Username and Password', '2) Create Security Question', and '3) Create Password Recovery Credentials'. Each section contains required fields and instructions. A 'no CAPTCHA' verification box is visible on the right side of the form. At the bottom, there are four buttons: 'BACK', 'SCHEDULE AN APPOINTMENT', 'COMPLETE ENROLLMENT', and 'CANCEL'.

1) Create Username and Password
Create a username and password you want to use when you log in to NextGen Patient Portal.

* Username:
User name must be between 6 – 50 characters and is case sensitive.

* Password:
Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.

* Retype Password:

2) Create Security Question
Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.

* Select a Question:

* Answer:

* Retype Answer:

3) Create Password Recovery Credentials
Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (*) denotes required field.

* Create a Question:

* Enter your answer:

* Retype Answer:

no CAPTCHA™

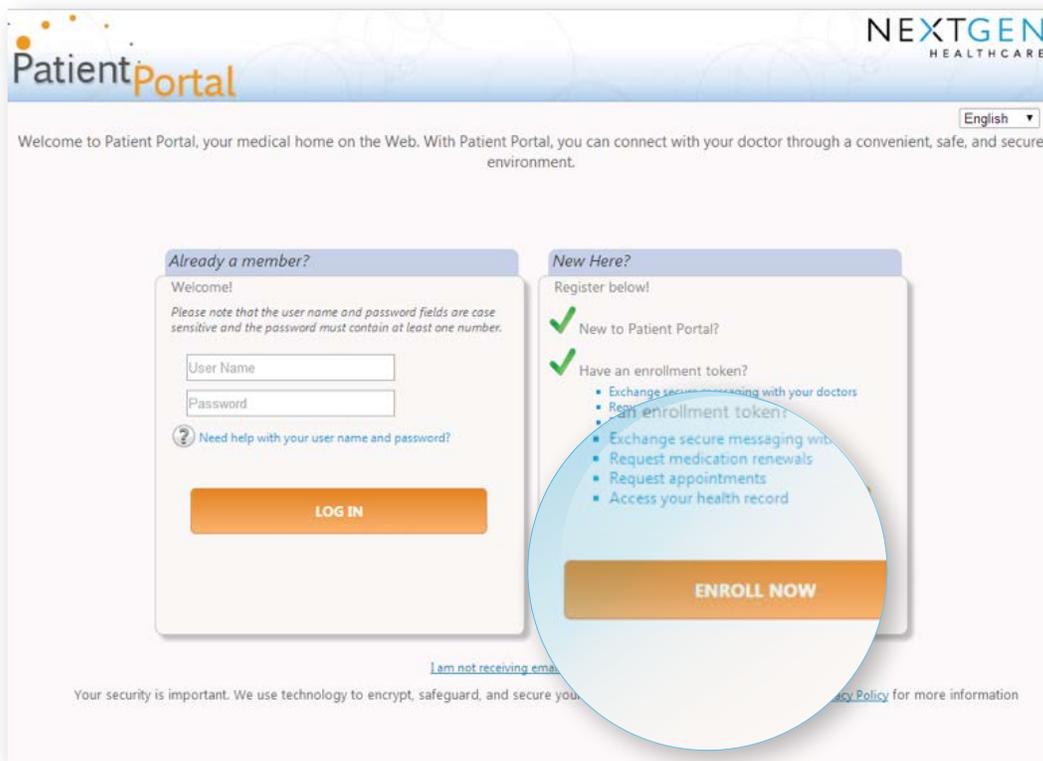
BACK SCHEDULE AN APPOINTMENT COMPLETE ENROLLMENT CANCEL



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Portal Login

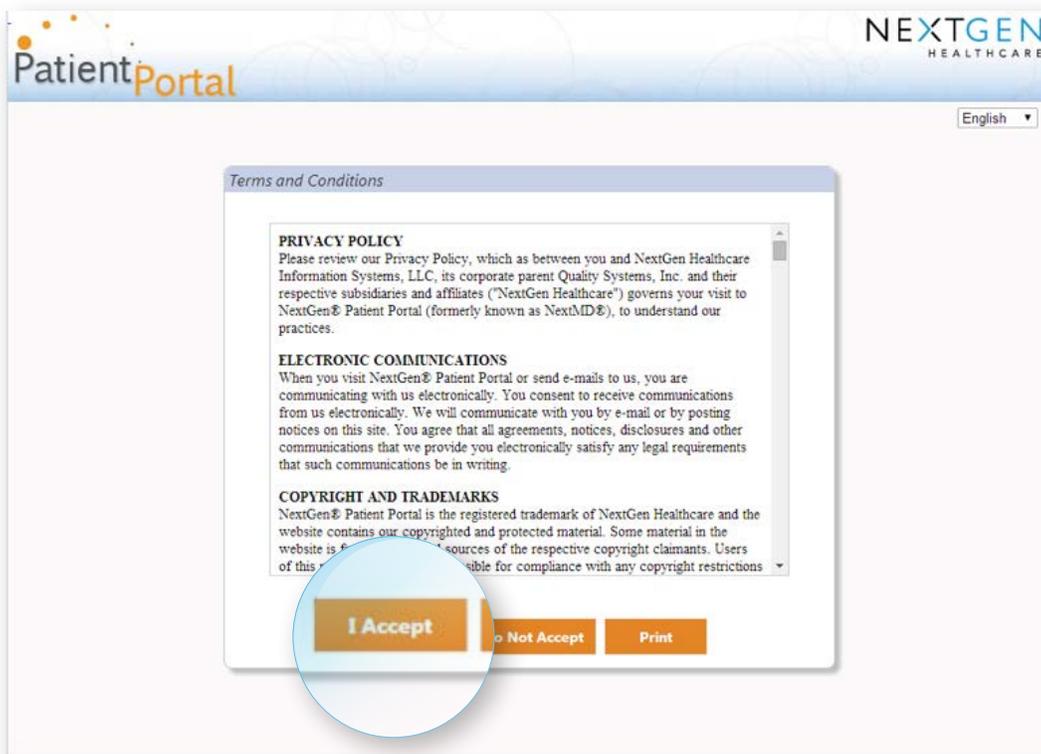
If this is your first time using the Portal, click “[Enroll Now](#)” to create your username and password.



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How to Enroll with a Token Provided by Your Practice

To enter the Portal, follow the link from your healthcare provider. Review the Terms and Conditions, then click "[I Accept](#)."

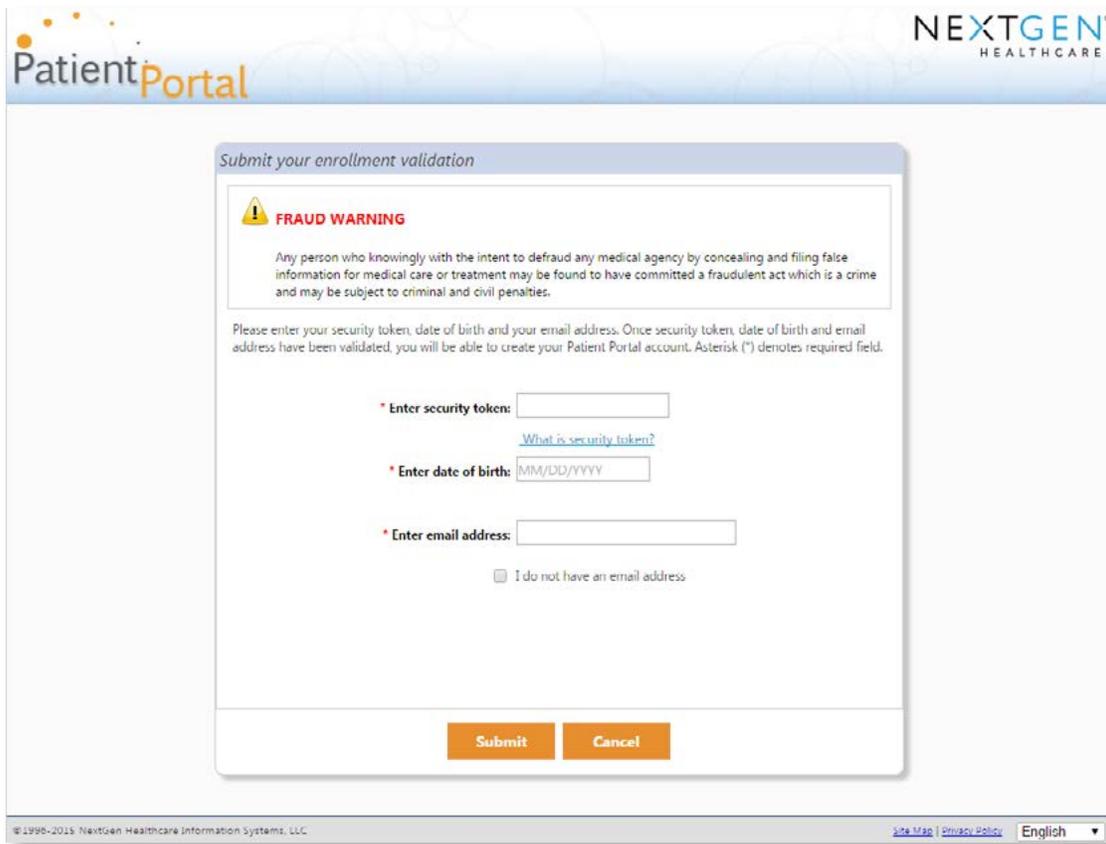


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How to Complete Enrollment

Enter the security token provided by your provider's office. Enter your date of birth. Enter your email address and click "Submit."

If you do not have an email address, select the I do not have an email address check box and type your last name in the Enter last name field that displays.



The screenshot shows the 'Patient Portal' interface with the 'NEXTGEN HEALTHCARE' logo in the top right. The main content area is titled 'Submit your enrollment validation'. It features a 'FRAUD WARNING' section with a yellow warning icon and text stating: 'Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.' Below this, a paragraph reads: 'Please enter your security token, date of birth and your email address. Once security token, date of birth and email address have been validated, you will be able to create your Patient Portal account. Asterisk (*) denotes required field.' The form includes three required fields: '* Enter security token:' with a text input box and a link 'What is security token?'; '* Enter date of birth:' with a date input box showing 'MM/DD/YYYY'; and '* Enter email address:' with a text input box. There is also an unchecked checkbox labeled 'I do not have an email address'. At the bottom of the form are two orange buttons: 'Submit' and 'Cancel'. The footer of the page contains the copyright notice '© 1998-2015 NextGen Healthcare Information Systems, LLC' on the left and links for 'Site Map', 'Privacy Policy', and 'English' on the right.



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Username and Password

Create your username and password. Create your login security information and password recovery credentials. Click “[Submit.](#)”

NextGen HEALTHCARE
Patient Portal

English ▾

Create enrollment credentials

FRAUD WARNING
Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

- Create your username and password**
Enter a user name and password you want to use when you login to NextGen Patient Portal. Asterisk (*) denotes required field.
 - * User name:
User name must be between 6 – 20 characters and is case sensitive.
 - * Password:
Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.
 - * Retype password:
- Create your login security authorization**
Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.
 - * Select a question:
 - * Enter your answer:
 - * Retype your question and enter the answer. You will be prompted to enter the answer for this question when you login to your account. Asterisk (*) denotes required field.
- Create your password reset credentials**
Create a question and answer for your password reset process. You will be prompted to enter the answer for your selected question when you try to reset your password. Asterisk (*) denotes required field.
 - * Create a question:
 - * Enter your answer:
 - * Retype your answer:

Enter Insurance Information

On the "Insurance Information" page, select the "I am self-insured" check box, or enter your insurance/payer details. Click "Next."

NEXTGEN®
Patient Portal

PERSONAL INFORMATION | **INSURANCE INFORMATION** | ENROLLMENT/CREDENTIALS | SCHEDULE APPOINTMENT

Enter Your Health Insurance Information (Optional)

I am self-insured

Insurance/Payer name:

Policy number:

Group number:

Insurance Claim Mailing Address (Optional)

City: State: ZIP Code:

Country:

Phone number:

BACK NEXT CANCEL

©1996-2014 NextGen Healthcare Information Systems, LLC [Site Map](#) | [Privacy Policy](#) | English



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Congratulations! You're in the Portal

From your welcome screen, you can see and access your inbox, upcoming appointments, lab results, medications, and more.

The screenshot displays the Patient Portal dashboard for Derby Testing. The top navigation bar includes links for HOME, MAIL, SCHEDULE, MY CHART, PAYMENTS, RENEW MEDICATIONS, RESEARCH, and SETTINGS. The user is logged in as Derby Testing (AD) on 3/11/2015 at 10:19 AM.

Practice Information: A welcome message in English, Traditional Chinese, and Spanish. Links for "View Practice Profile" and "Compose an Email" are provided.

Inbox: A list of messages from Patient Portal Team Practice, including Patient Plan, Excuse for Work, and another Patient Plan.

Upcoming Appointments: Two appointments are listed for 3/16/2015 at 1:00 PM, one with Apple Integration MD and one with Raschakule.

Reminders: A message stating "There are no reminders".

Lab Results: A table with columns for Patient, Test Panel Name, Ordered by, and Performed date. Three results are shown for various panels.

Medications: A table with columns for Patient, Medication Name, Dosage, and Prescribed By. Five medications are listed, including ACETADRYL, DEFO-PROVERA MEDROX, IBUPROFEN, OXYCODONE HCL-IBUPRO, and PROZAC-FLUOXETINE HCL.



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Messages in the Portal

Please note: when a new message is available in the Portal, you will also receive an alert sent via text or email to the personal account of your choice. To set up or change the type of notification you receive, in the top navigation bar, under "[Settings](#)," click "[My Information](#)."

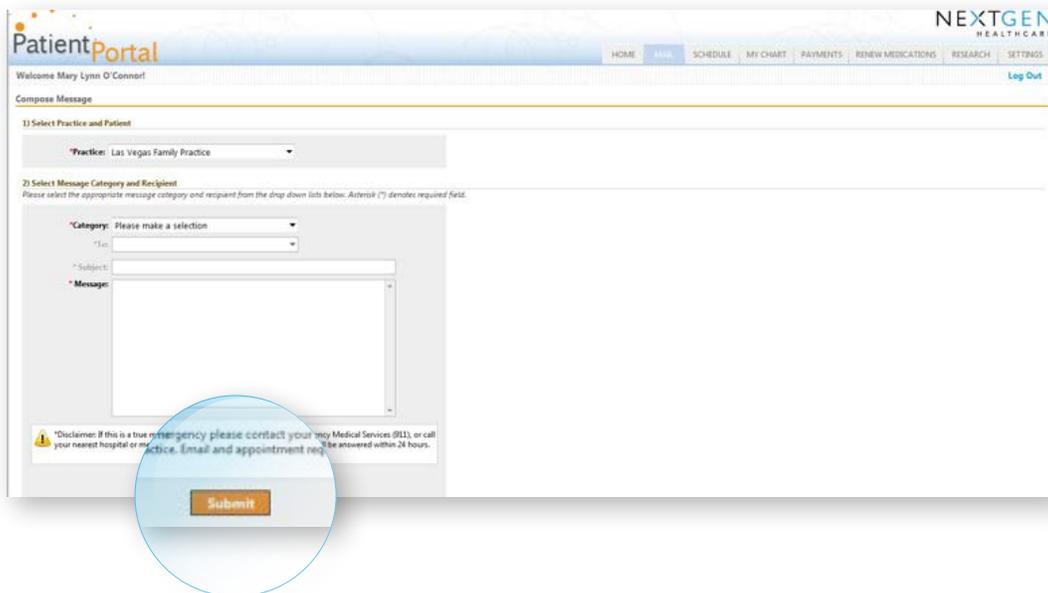
From here, you can set your preferences. You can change your enrollment information at any time by clicking "[Settings](#)" on the right-hand side of the screen, and choosing "[My Information](#)."



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How to Send a Message

Under "Inbox," click "[Compose an Email](#)." Write your message. Click "[Submit](#)." Replies from your healthcare provider will appear in your Inbox.



The screenshot shows the 'Patient Portal' interface for 'NEXTGEN HEALTHCARE'. The user is logged in as 'Mary Lynn O'Connor'. The page is titled 'Compose Message' and contains the following elements:

- A navigation bar with links: HOME, INBOX, SCHEDULE, MY CHART, PAYMENTS, RENEW MEDICATIONS, RESEARCH, SETTINGS, and a 'Log Out' button.
- A welcome message: 'Welcome Mary Lynn O'Connor!'.
- A section titled '1) Select Practice and Patient' with a dropdown menu showing 'Practice: Las Vegas Family Practice'.
- A section titled '2) Select Message Category and Recipient' with a note: 'Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.' This section includes:
 - A dropdown menu for 'Category: Please make a selection'.
 - A dropdown menu for 'To:'.
 - A text input field for 'Subject:'.
 - A large text area for 'Message:'.
- A disclaimer at the bottom: 'Disclaimer: If this is a true emergency please contact your Primary Medical Services (911), or call your nearest hospital or medical practice. Email and appointment requests are answered within 24 hours.'
- A prominent orange 'Submit' button at the bottom center, which is highlighted with a blue circular callout.



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How to Renew Medication

In the top navigation bar, choose “[Renew Medications.](#)” You will see all active medications prescribed by your healthcare provider. Select desired medications, pharmacy, and renewal information. Click “[Submit.](#)”

The screenshot shows a web form titled "Renew Medications" with the following sections:

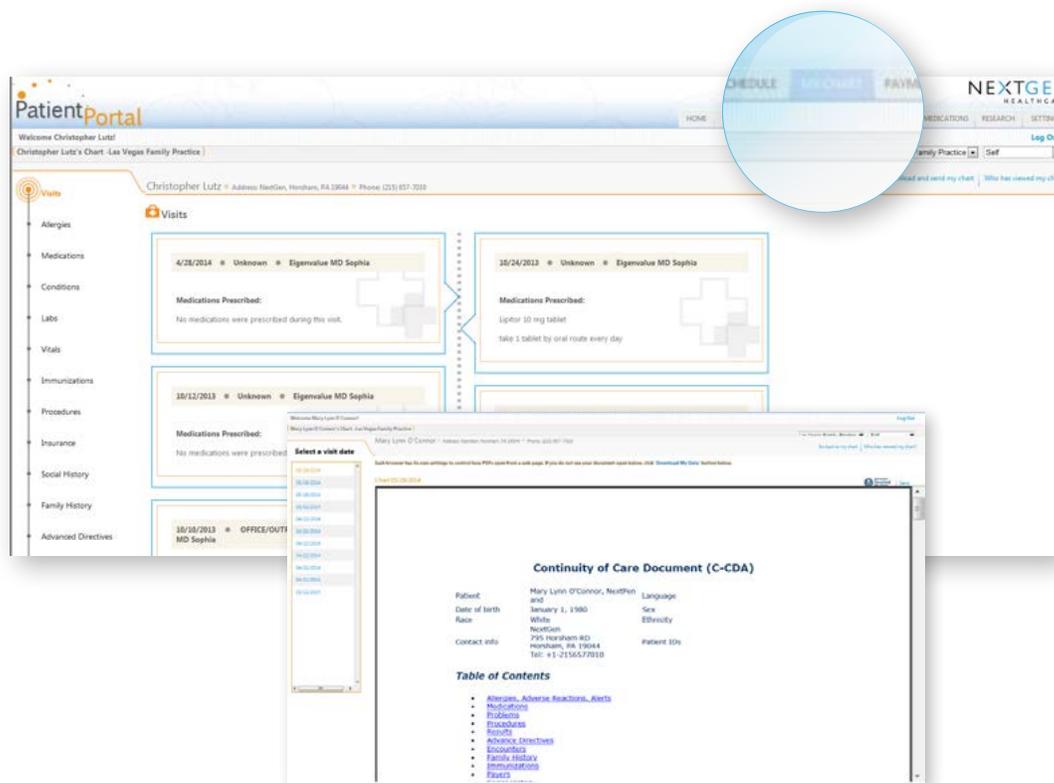
- 1) Select Your Medical Practice:** A dropdown menu with "Practice: Las Vegas Family Practice" selected.
- 2) Select Medications:** A section with a "Print Medications" link and a table of medications. A blue circle highlights this table.
- 3) Selected Pharmacy:** A section showing pharmacy details for CVS, including address and phone numbers, with a "Select different pharmacy" link.
- 4) Submit Renewal:** A section with dropdowns for "Reason" (Medication Renewal Request) and "Send to" (Ogden MD, Sophia), a text area for "Comments", and a "Submit" button. A blue circle highlights the "Submit" button.

Table of Medications:

Prescription Name	Dose	Description	Start Date	Stop Date
<input type="checkbox"/> LIPITOR	10 MG	1 tablet by oral route every	7/1/2013	10/10/2014
<input type="checkbox"/> ATORVASTATIN	10 MG	1 tablet by oral route every	10/10/2013	5/1/2015
<input checked="" type="checkbox"/> CALCIUM	5 MG	1 tablet by oral route every	10/10/2013	5/1/2015
<input type="checkbox"/> LISINORIL	5 MG	1 tablet by oral route every	10/10/2013	5/1/2015
<input type="checkbox"/> CRESTOR	5 MG	1 tablet by oral route every	10/10/2013	5/1/2015
<input type="checkbox"/> ROSUVASTATIN	5 MG	1 tablet by oral route every	10/10/2013	5/1/2015
<input type="checkbox"/> CALCIUM	5 MG	1 tablet by oral route every	10/10/2013	5/1/2015

How to View, Download, and Transmit a Chart

In the top navigation bar, choose **"My Chart."** Click **"View my Chart."** To download your chart, click **"Download and send my chart."** After your chart is downloaded, click **"Send"** at the top right to transmit your chart. Enter your provider's Direct (email) address and click **"Send My Chart."** Or enter his/her name and press **"Search."** To transmit your health record, press **"Send my Chart."** You can also select your dependents' health record information.



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How to Access Research Center

In the top navigation bar, choose “[Research](#).” From here, access health-related information where you can search by topic of interest.

The screenshot shows a web page with a search bar at the top right and a 'Home' link at the top left. The main heading is 'Diabetes: Giving Yourself an Insulin Shot'. Below this is an 'Introduction' section with three paragraphs of text. To the right of the text is a 'Media Gallery' section with a small image of an insulin syringe and a 'Learn more...' link. Below the introduction is a bulleted list of three key elements for success in giving insulin injections. At the bottom is a 'How To' section with a paragraph of text and a 'Get ready' sub-section with a numbered list of three steps, each with sub-bullets.

Home Search

Diabetes: Giving Yourself an Insulin Shot

Introduction

If you have type 1 diabetes—or if you have type 2 diabetes and other diabetes medicines are not controlling your blood sugar—you have to take [insulin](#). If you have gestational diabetes, you may need to take insulin if diet and exercise have not been able to keep your blood sugar levels within your target range.

With little or no insulin, sugar (glucose) in the blood cannot enter your cells to be used for energy. As a result, the sugar in your blood rises above a safe level. When your blood sugar rises past about 180 mg/dL, your kidneys begin to release sugar into the urine, which can make you dehydrated. If you are dehydrated, your kidneys make less urine, which means your body can't get rid of extra sugar. This is when blood sugar levels rise.

Taking insulin can prevent the symptoms of high blood sugar and emergencies such as [diabetic ketoacidosis](#) (in type 1 diabetes) and [hyperosmolar coma](#) (in type 2 diabetes). Insulin also can help lower blood sugar, which can prevent serious and permanent complications from long-term high blood sugar.

The three most important elements of success in giving insulin injections are:

- Making sure you have the right dose of insulin, especially if you are giving two types of insulin in the same syringe.
- Practicing how to give your injection.
- Storing the insulin properly so that each dose will work effectively.

How To

Your health professional or [certified diabetes educator \(CDE\)](#) will help you learn to prepare and give your insulin dose. Here are some simple steps to help you learn this task.

Get ready

To get ready to give an insulin injection, follow these steps.

1. Wash your hands with soap and running water. Dry them thoroughly.
2. Gather your supplies. Most people keep their supplies in a bag or kit so they can carry the supplies wherever they go.
 - You will need an [insulin syringe](#), your bottle (or bottles) of insulin, and an alcohol wipe or a cotton ball dipped in alcohol.
 - If you are using an insulin pen, you will need a needle that works with your pen. If the pen is reusable, you may need an insulin cartridge. You may also need an alcohol swab.
3. Check the [insulin bottle or cartridge](#).
 - When you use an insulin bottle for the first time, write the date on the bottle. On the 30th day after opening, throw away the bottle with any remaining insulin. Insulin may not work as well after 30 days of use.
 - On a reusable insulin pen, note the date you started using the pen. Reusable pens expire (for example, after several years).
 - Check that a disposable pen's insulin has not expired. This date is usually printed on the pen's label.

Media Gallery (7 pictures)

Learn more...



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Change Account Settings

In the top navigation bar, choose “[Settings](#).” Click “[Account Settings](#).” From here, you can change your username, password, security question, and more. When finished, click “[Submit](#).”

Account Settings	
<u>User Name</u>	Edit
Your User Name	moconnor@nextgen.com
<u>Password</u>	Edit
Your Password	*****
<u>Security Question</u>	Edit
To identify you as the account owner	What is your favorite color?
<u>Forgot Password Question</u>	Edit
To request a password reset	UGM Year?
<u>Un-enroll from Patient Portal</u>	Edit
Delete your Patient Portal account	



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Manage Practices

In the top navigation bar, choose “[Settings](#)” and click “[Manage Practices](#).” You can enroll in additional practices by entering your security token, date of birth, and email. If you don’t have an email, select the I do not have an email check box and then type your last name.

NextGen HEALTHCARE

HOME MAIL SCHEDULE MY CHART PAYMENTS RENEW MEDICATIONS RESEARCH SETTINGS

Welcome Mary Lynn O'Connor! Last logged in: 3/20/2015, 12:15 PM [Log Out](#)

Manage your practices

You are currently enrolled in the following practices:

Las Vegas Family Practice [Unenroll me from this practice](#)

Enroll to the additional practice:

Please enter your security token, date of birth and your email address. Once security token, date of birth and email address have been validated, you will be able to create your Patient Portal account. Asterisk (*) denotes required field.

*Enter security token: [What is a security token?](#)

*Enter date of birth: MM/DD/YYYY

*Enter email address:

I do not have an email address

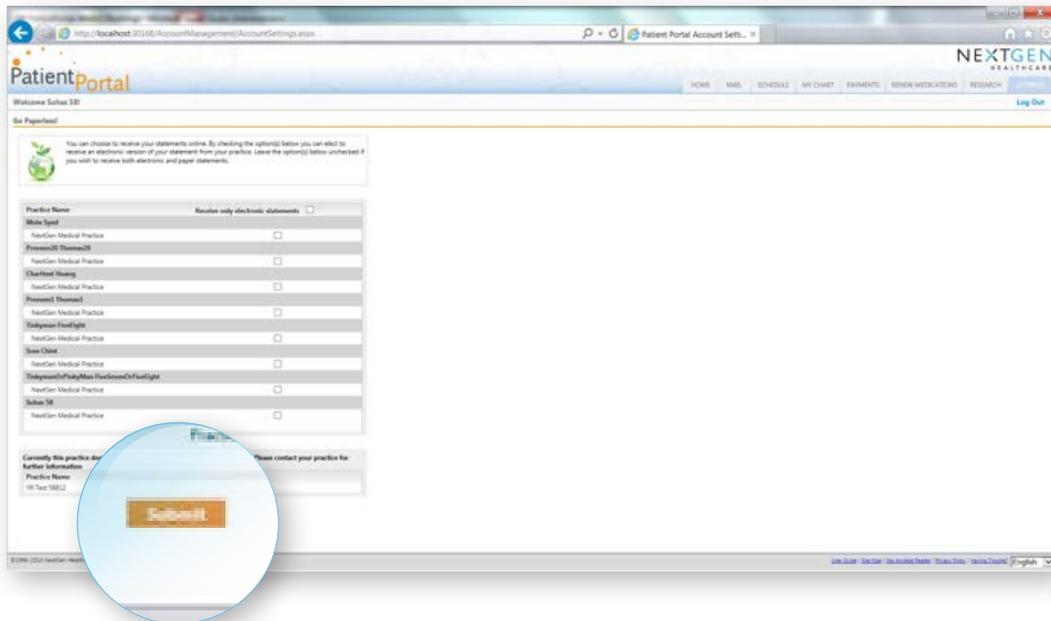
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Go Paperless

In the top navigation bar, choose “[Settings](#).” Choose “[Statement Notifications](#).” To receive online-only statements, click “[Submit](#).”



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