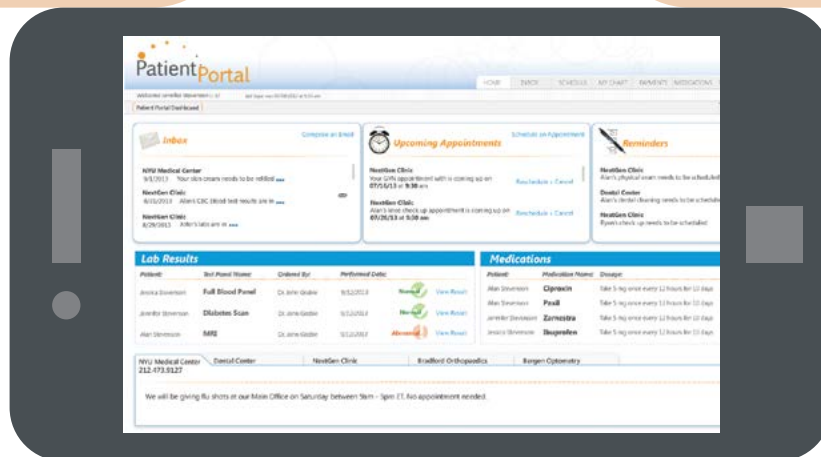


# Welcome to the Patient Portal!



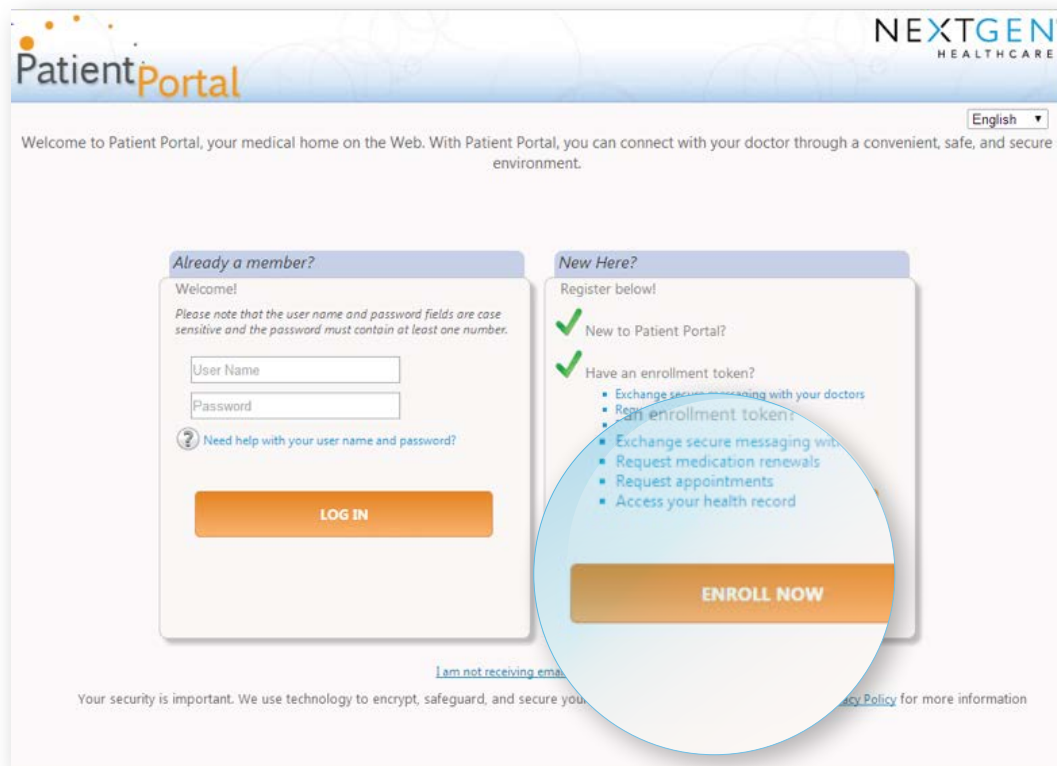
You're about to find out just how **easy** it can be **to communicate** with your healthcare provider, **schedule** and request appointments, **take control** of your medical information, and more. Using this quick reference guide, **find out how simple it is** to start using the Portal. If you have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

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# How to Self-enroll in the Portal

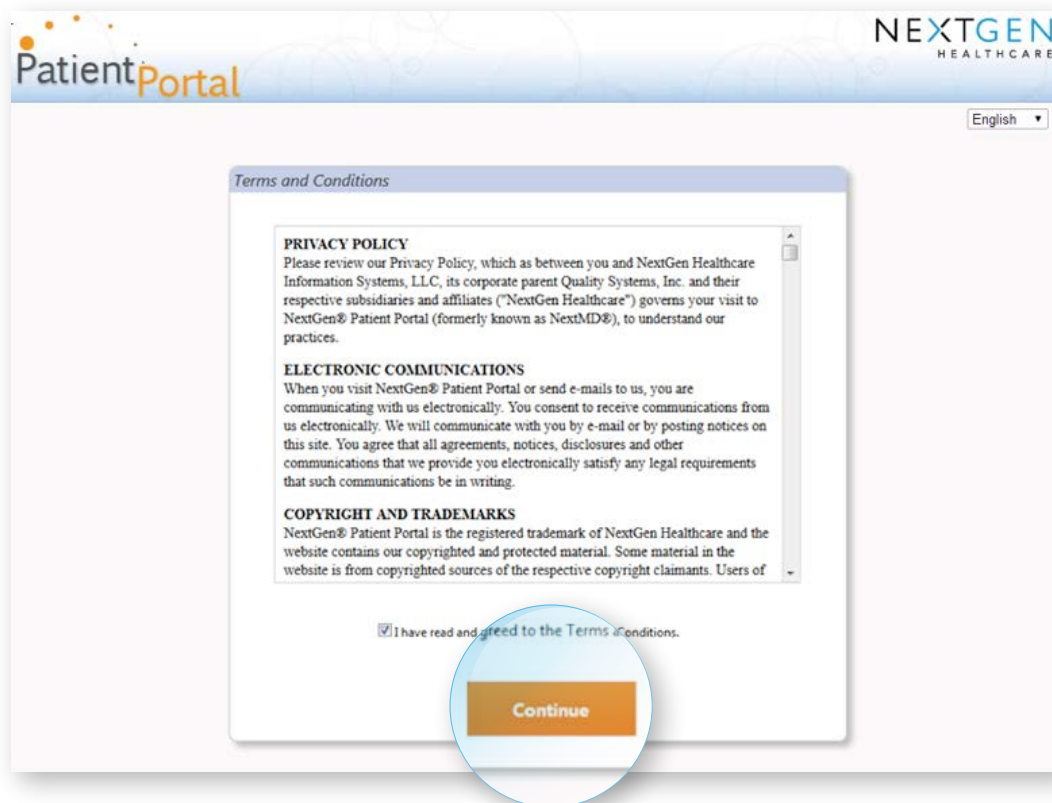
Navigate to the NextGen® Patient Portal website provided by your practice. Click the “[Enroll Now](#)” Button to get started.



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# How to Self-enroll in the Portal

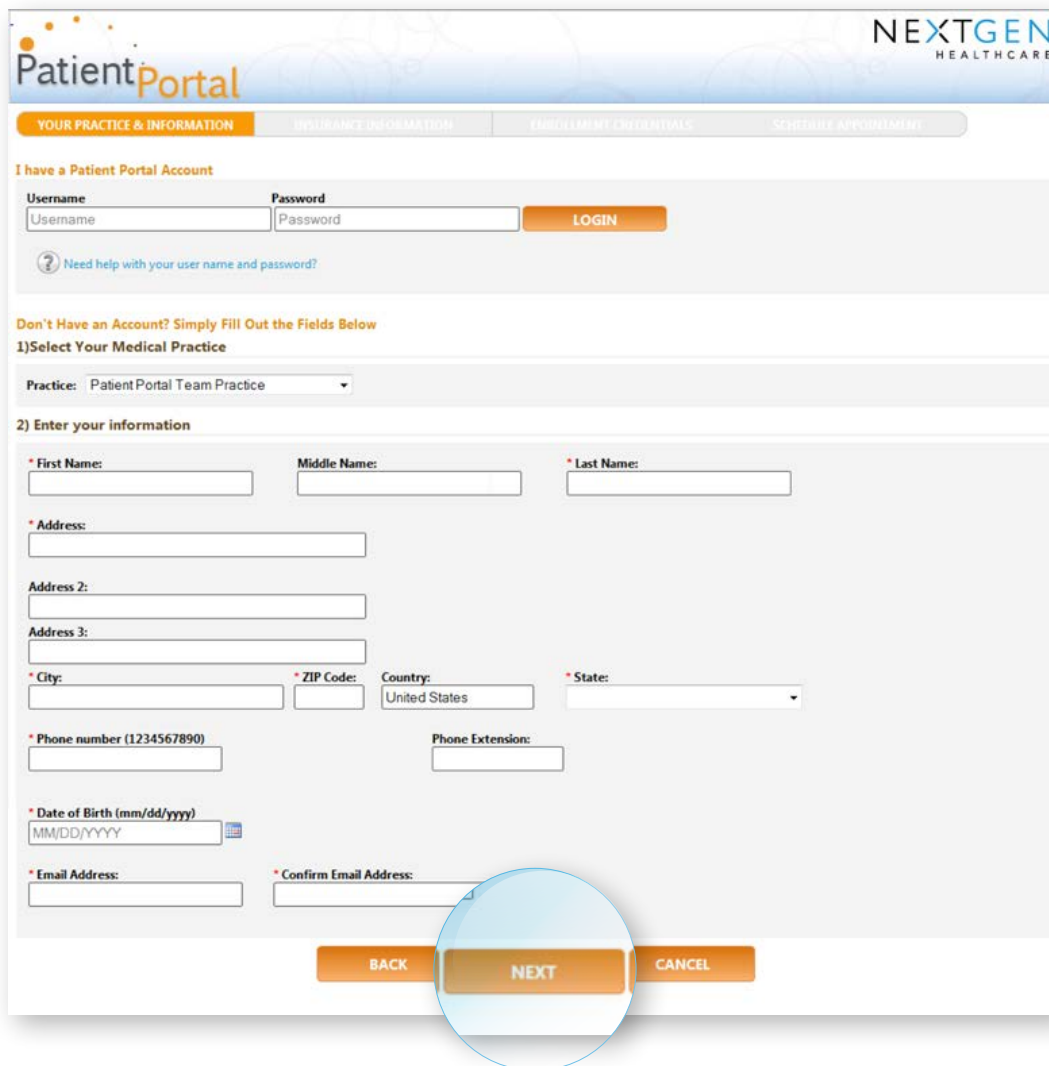
Check the box and click the “Continue” button to agree to the Terms and Conditions.



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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 'INSURANCE INFORMATION' and contains two main sections for optional data entry.

**1) Enter Your Health Insurance Information (Optional)**

I am self-insured

Insurance/Payer name:

Policy number:

Group number:

Group name:

**2) Enter Your Health Insurance Claim Mailing Address (Optional)**

Address:

City:  State:  ZIP Code:

Country:

Phone number:

At the bottom of the form 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 displays the 'Patient Portal' interface for 'NEXTGEN HEALTHCARE'. The 'ENROLLMENT CREDENTIALS' tab is active. A 'FRAUD WARNING' is shown at the top. The page is divided into three sections: 1) Create Username and Password, 2) Create Security Question, and 3) Create Password Recovery Credentials. Each section contains required fields and instructions. A CAPTCHA is visible at the bottom right, and navigation buttons are at the bottom.

**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:

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.

**PatientPortal** **NEXTGEN HEALTHCARE**

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.

English

**Already a member?**

Welcome!

Please note that the user name and password fields are case sensitive and the password must contain at least one number.

User Name

Password

Need help with your user name and password?

**LOG IN**

**New Here?**

Register below!

New to Patient Portal?

Have an enrollment token?

- Exchange secure messaging with your doctors
- Request medication renewals
- Request appointments
- Access your health record

**ENROLL NOW**

I am not receiving emails

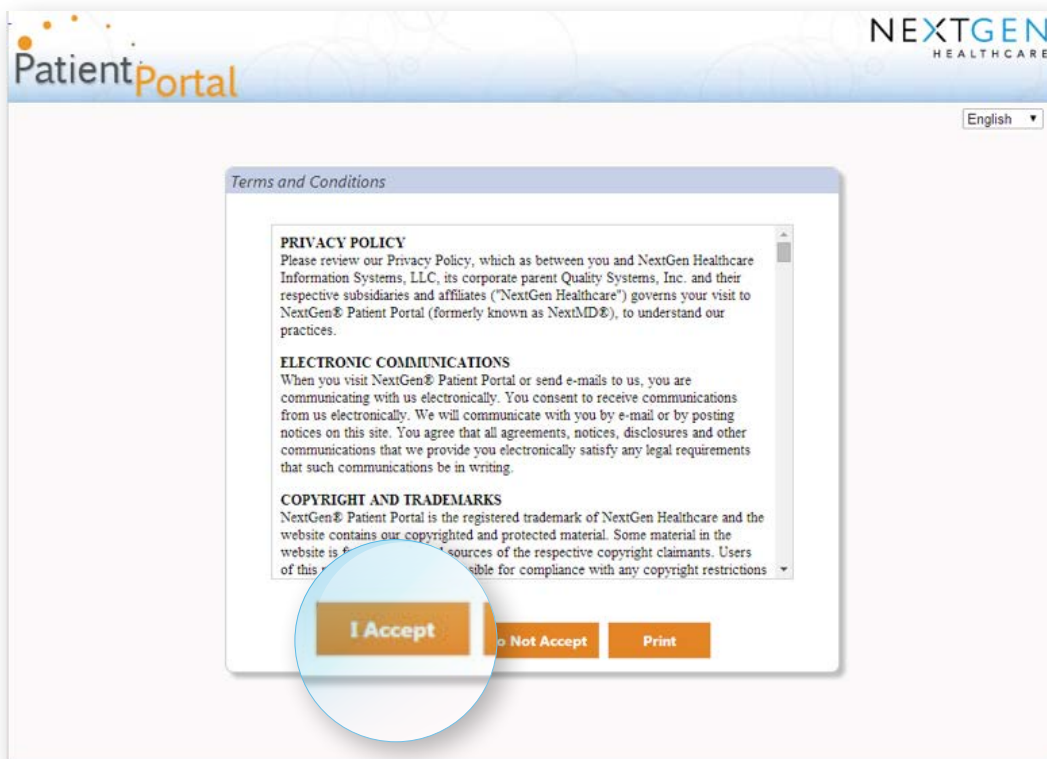
Your security is important. We use technology to encrypt, safeguard, and secure your information. See our [Privacy Policy](#) for more information.



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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](#)."

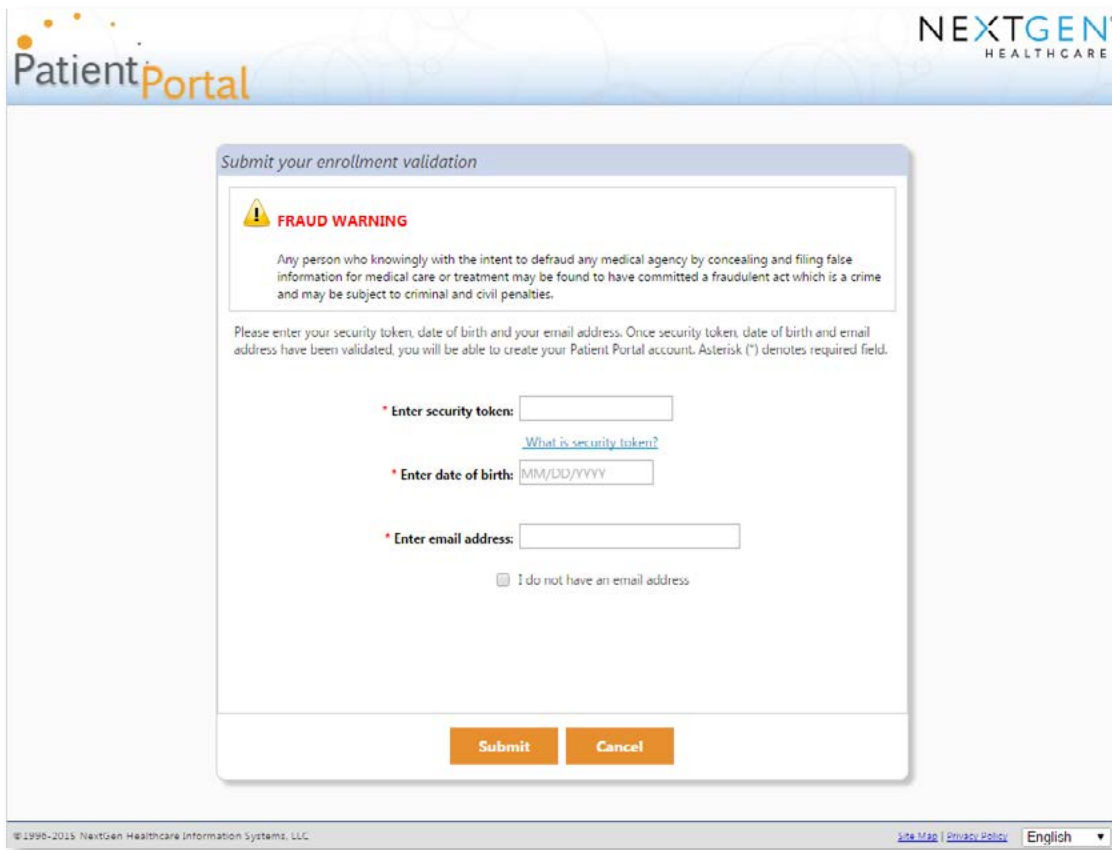


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# How to Complete Enrollment

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: '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 is a paragraph: '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 copyright information '© 1998-2015 NextGen Healthcare Information Systems, LLC' and links for 'Site Map', 'Privacy Policy', and a language dropdown set to 'English'.



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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.

- 1 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:
- 2 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.
- 3 Create your password recovery credentials**  
Create a form to use for password reset in the future. You will be prompted to enter the answer for this 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. A link to "View Practice Profile" is provided.

**Inbox:** A list of messages from Patient Portal Team Practice, including "Derby Testing's Patient Plan" and "Derby Testing's Excuse for Work".

**Upcoming Appointments:** Two appointments are listed for 3/16/2015 at 1:30 PM, one with Apple Integration MD and one with Raschakule.

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

**Lab Results:** A table showing test results for three panels: Sedation, Urinary, and Cholesterol.

**Medications:** A table listing prescribed medications including ACETADRYL-ACETAMINOF, DEFO-PROVERA-MEDROX, IBUPROFEN, OXYCODONE HCL-IBUPRO, and PROZAC-FLUOXETINE HCL.

Patient	Test Panel Name	Ordered by	Performed date	View Results
Derby Testing	Panel Description: Sedation	Patient Portal Team Practice	12/22/2014	<a href="#">View Results</a>
Derby Testing	Panel Description: Urinary	Patient Portal Team Practice	02/24/2015	<a href="#">View Results</a>
Derby Testing	Panel Description: Cholesterol	Patient Portal Team Practice	02/24/2015	<a href="#">View Results</a>

Patient	Medication Name	Dosage	Prescribed By	Refill
Derby Testing	ACETADRYL-ACETAMINOF	300MG-25MG	Patient Portal Team Pra...	Refill
Derby Testing	DEFO-PROVERA-MEDROX	150 MG/ML	Patient Portal Team Pra...	Refill
Derby Testing	IBUPROFEN	600 MG	Patient Portal Team Pra...	Refill
Derby Testing	OXYCODONE HCL-IBUPRO	400MG-30MG	Patient Portal Team Pra...	Refill
Derby Testing	PROZAC-FLUOXETINE HCL	100MG	Patient Portal Team Pra...	Refill

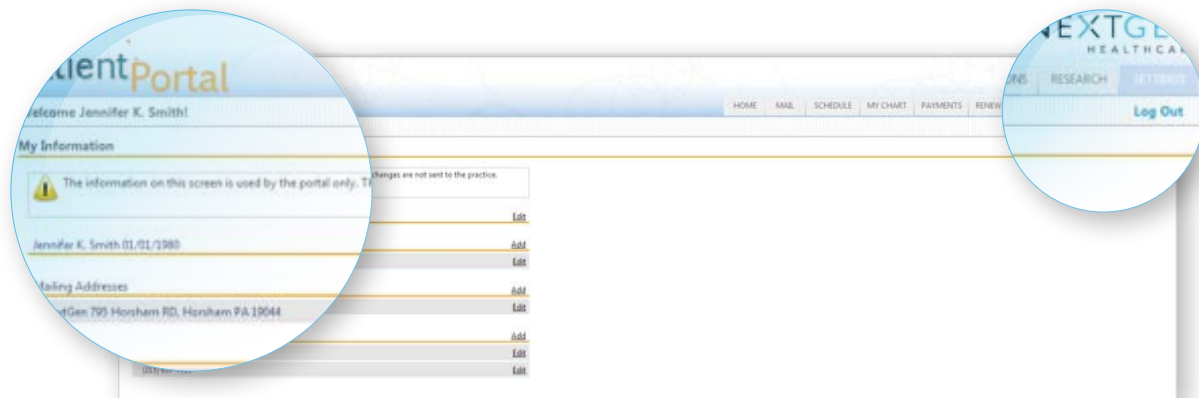


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# Messages in the Portal

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](#)."

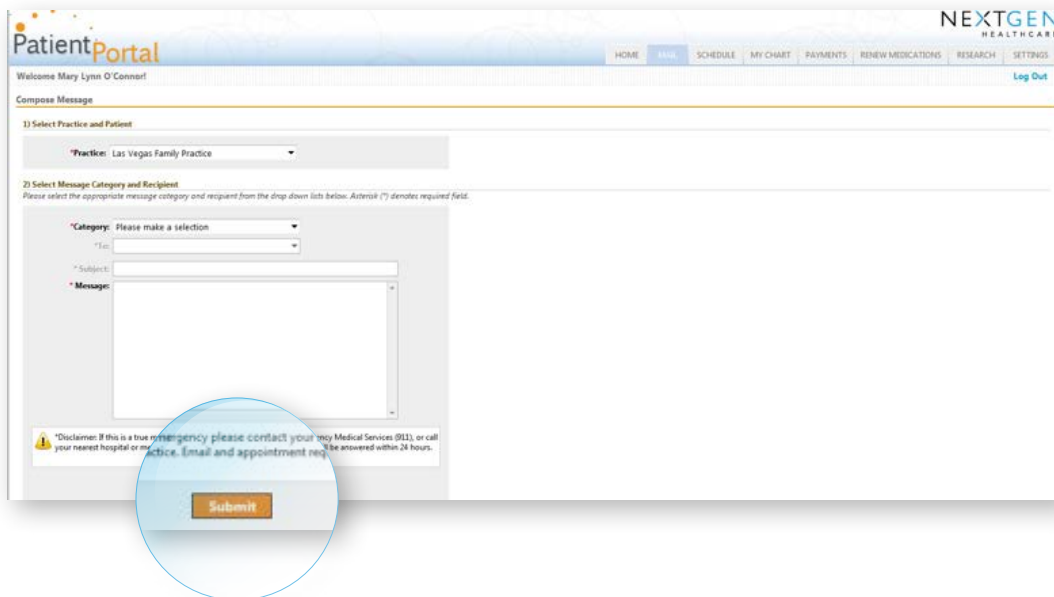
From here, you can set your preferences. You can change your enrollment information at any time by clicking "[Settings](#)" on the right-hand side of the screen, and choosing "[My Information](#)."



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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 title is 'Compose Message'. The form is divided into two main sections:

- 1) Select Practice and Patient:** A dropdown menu is set to 'Practice: Las Vegas Family Practice'.
- 2) Select Message Category and Recipient:** This section includes:
  - A 'Category' dropdown menu with the text 'Please make a selection'.
  - A 'To' dropdown menu.
  - A 'Subject' text input field.
  - A 'Message' text area for writing the message.

At the bottom of the form, there is a 'Submit' button. A disclaimer is visible at the bottom left: "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."



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# How to Make an Appointment

In the top navigation bar, click "[Schedule](#)." Choose "Request Appointment." Select your parameters. Click "[Submit](#)." You'll receive a "thank you" message indicating your request is pending approval. When your request is approved, you'll receive an email confirmation.

**Appointment Request**

1. ENTER REQUEST      2. SELECT APPOINTMENT      3. VIEW DETAILS

**1) Select Your Medical Practice**  
Please select the medical practice for that appointment.

\*Practice: Las Vegas 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 field.

\*Select provider/group: Eigenvalue MD, Sophia  
\*Select category: Consult (Request Appt)  
\*Select location: Main Office [Address](#)

Please bring medication list and current insurance cards. Thanks you

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

\*Reason for appointment:   
\*Priority: Normal  
\*Make appointment for: This Week  
\*Start date: 06/16/2014      End date: 06/22/2014  
\*Preferred date/time:  to   
 Mon  Tue  Wed  Thu  Fri

**Submit**

\*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Email appointment request will be answered within 24 hours.



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# How to Make a Payment

In the top navigation bar, click "[Payments](#)." Click "[Make a Payment](#)." After successfully submitting your payment information, click "[Submit](#)." A confirmation screen will appear. You can print a receipt, if desired.

**Statements**

Las Vegas Family Practice

**Your Statements**

**ADDRESSEE:**  
Test Ugm  
795 Horsham Road  
Horsham, PA 19044

**Amount due:**  
\$205.00

**Statement Date:**  
10/10/2013

**ADDRESSEE:**  
Test Ugm  
795 Horsham Road  
Horsham, PA 19044

**REMIT TO:**  
Viva Las Vegas Family Practice  
3785 S Las Vegas Blvd  
Las Vegas, NV 89109

**Amount due:**  
\$205.00

**Statement Date:**  
10/10/2013  
**Total Account Balance:** \$205.00

**Make a Payment**  
Please select a payment method and then fill in all required information. The billing address selected must match the bill.

**\*Payment Method:**

**\*Cardholder's first name:** Mary Lynn

**\*Cardholder's last name:** O'Connor

**\*Credit card number:** \_\_\_\_\_

**\*Expiration date (Month / Year):** 01 / 2014

**\*CVV2:** [What is the CVV2?](#)

**\*Payment amount:**  Pay Total Due: USD \$205.00  
 Pay Other Amount: USD \$ \_\_\_\_\_  
All amounts in U.S. Dollars.

**Select a billing address:** NextGen 795 Horsham RD, Horsham, PA 19044

Address line 1: \_\_\_\_\_  
Address line 2: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_

**Submit**

This is an electronic copy of your statement online, please do not destroy it. If you pay this statement online, please do not destroy it.

powered by InstaMed



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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:

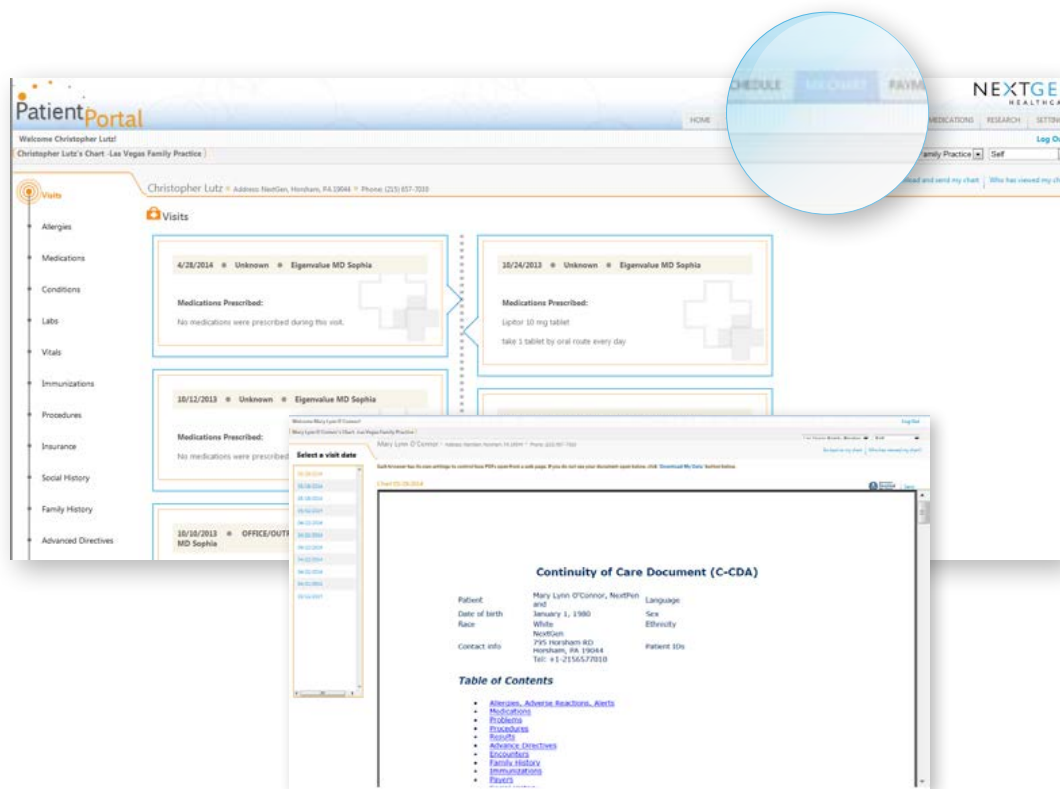
- 1) Select Your Medical Practice:** A dropdown menu with "Practice: Las Vegas Family Practice" selected.
- 2) Select Medications:** A section with a "Print Medications" link and a table of medications. A blue circle highlights this table.
- 3) Selected Pharmacy:** A section showing pharmacy details for CVS.
- 4) Submit Renewal:** A section with dropdowns for "Reason" (Medication Renewal Request) and "Send to" (Gigenvalve 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"/> 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 the heading is an "Introduction" section. The text explains that if you have type 1 diabetes or type 2 diabetes not controlled by medication, you need to take insulin. It describes the consequences of not taking insulin, such as high blood sugar and dehydration. A "Media Gallery" section shows a picture of an insulin syringe with a "Learn more..." link. Below the gallery is a list of three important elements for success in giving insulin injections: making sure you have the right dose, practicing how to give the injection, and storing the insulin properly. The "How To" section follows, starting with "Get ready" and listing three steps: 1. Wash your hands with soap and running water. 2. Gather your supplies, including an insulin syringe, insulin bottle, and alcohol wipe. 3. Check the insulin bottle or cartridge for expiration dates.



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

**PatientPortal** NEXTGEN<sup>®</sup> HEALTHCARE

HOME MAIL SCHEDULE MY CHART PAYMENTS RENEW MEDICATIONS RESEARCH **SETTINGS** [Log Out](#)

Welcome Mary Lynn O'Connor! Last logged in: 3/20/2015, 12:15 PM

**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

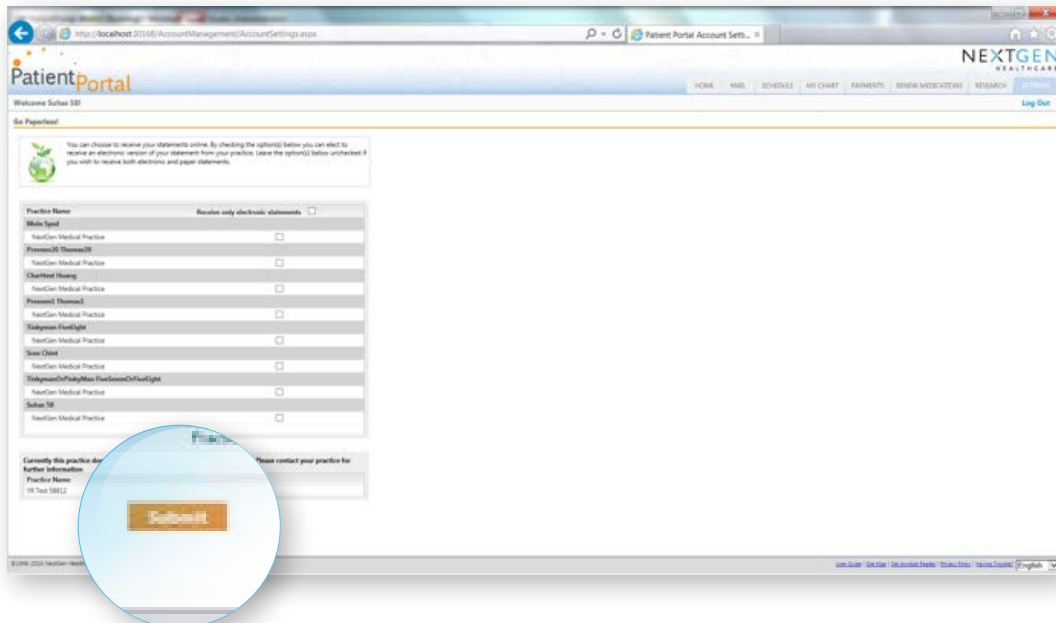
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# Go Paperless

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



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