

Welcome to the
Patient Portal!



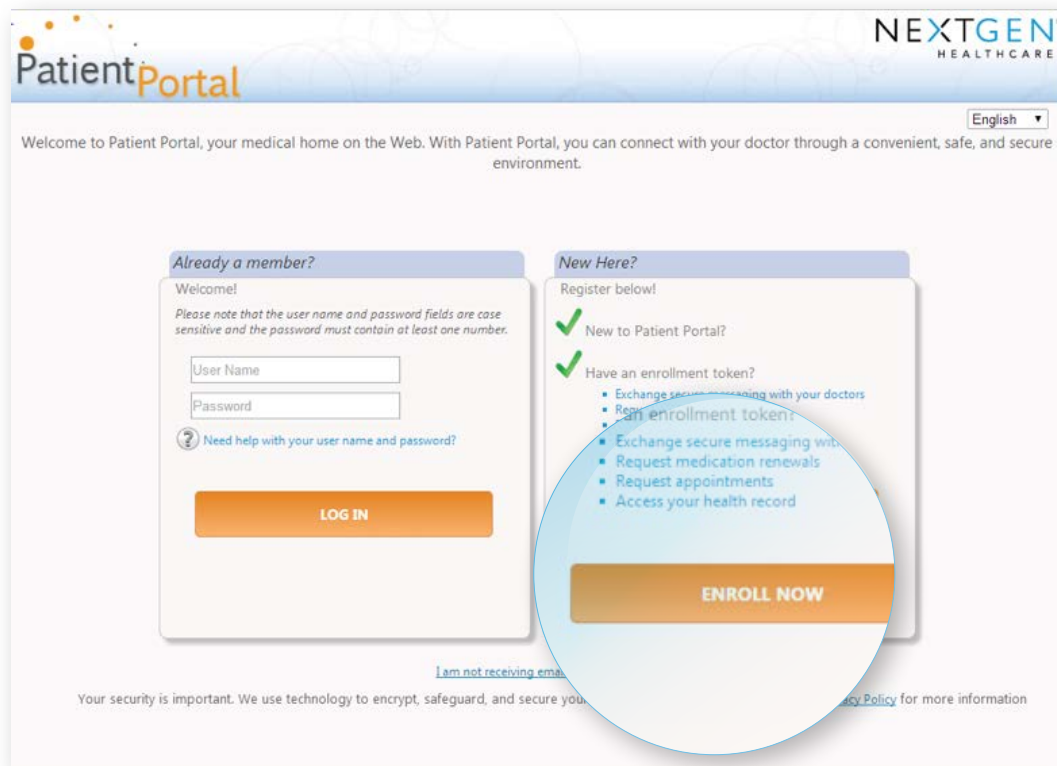
You're about to find out just how **easy** it can be **to communicate** with your healthcare provider, **schedule** appointments, **take control** of your medical information, and more. Using this quick reference guide, **find out how simple it is** to start using the Portal. If you have questions about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

There are two main sections for user interaction:

- Already a member?** This section includes a "Welcome!" message, a note that "user name and password fields are case sensitive and the password must contain at least one number," input fields for "User Name" and "Password," a link for "? Need help with your user name and password?", and a prominent orange "LOG IN" button.
- New Here?** This section prompts the user to "Register below!" and lists options with green checkmarks:
 - New to Patient Portal?
 - Have an enrollment token?
 - Exchange secure messaging with your doctors
 - Request an enrollment token
 - Exchange secure messaging with your doctors
 - Request medication renewals
 - Request appointments
 - Access your health recordA large blue circle highlights the "ENROLL NOW" button at the bottom of this section.

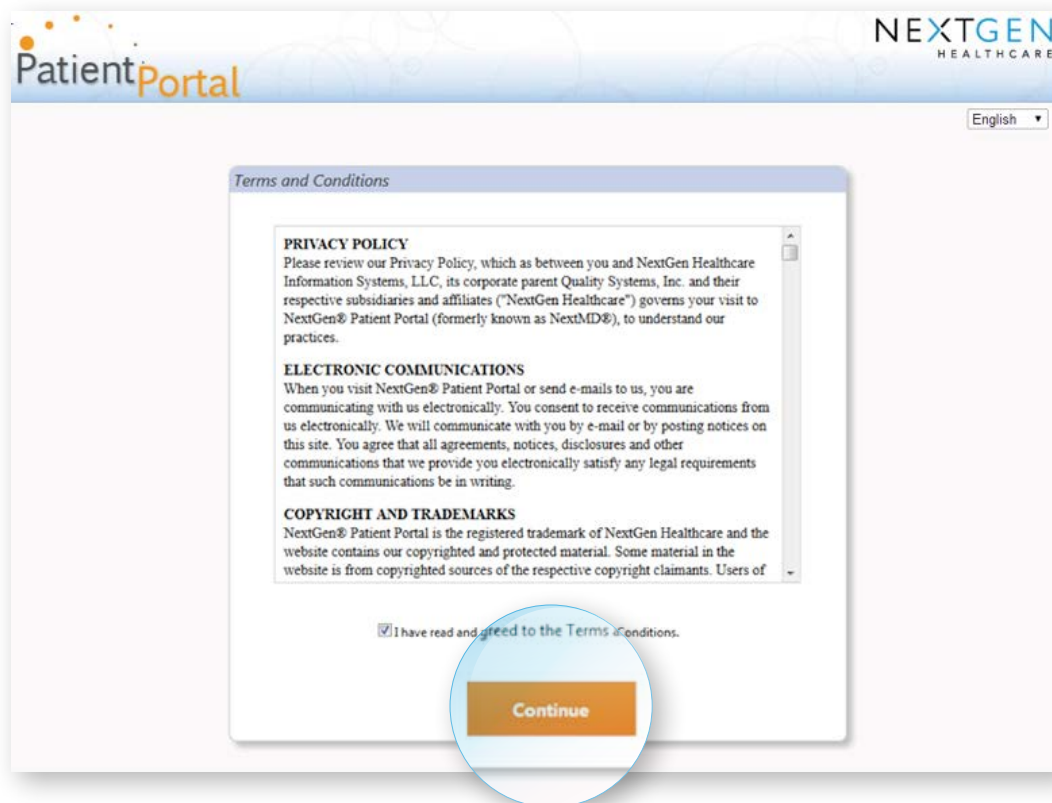
At the bottom of the page, there is a security notice: "Your security is important. We use technology to encrypt, safeguard, and secure your information. [View our Privacy Policy](#) for more information."



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How to Self-enroll in the Portal

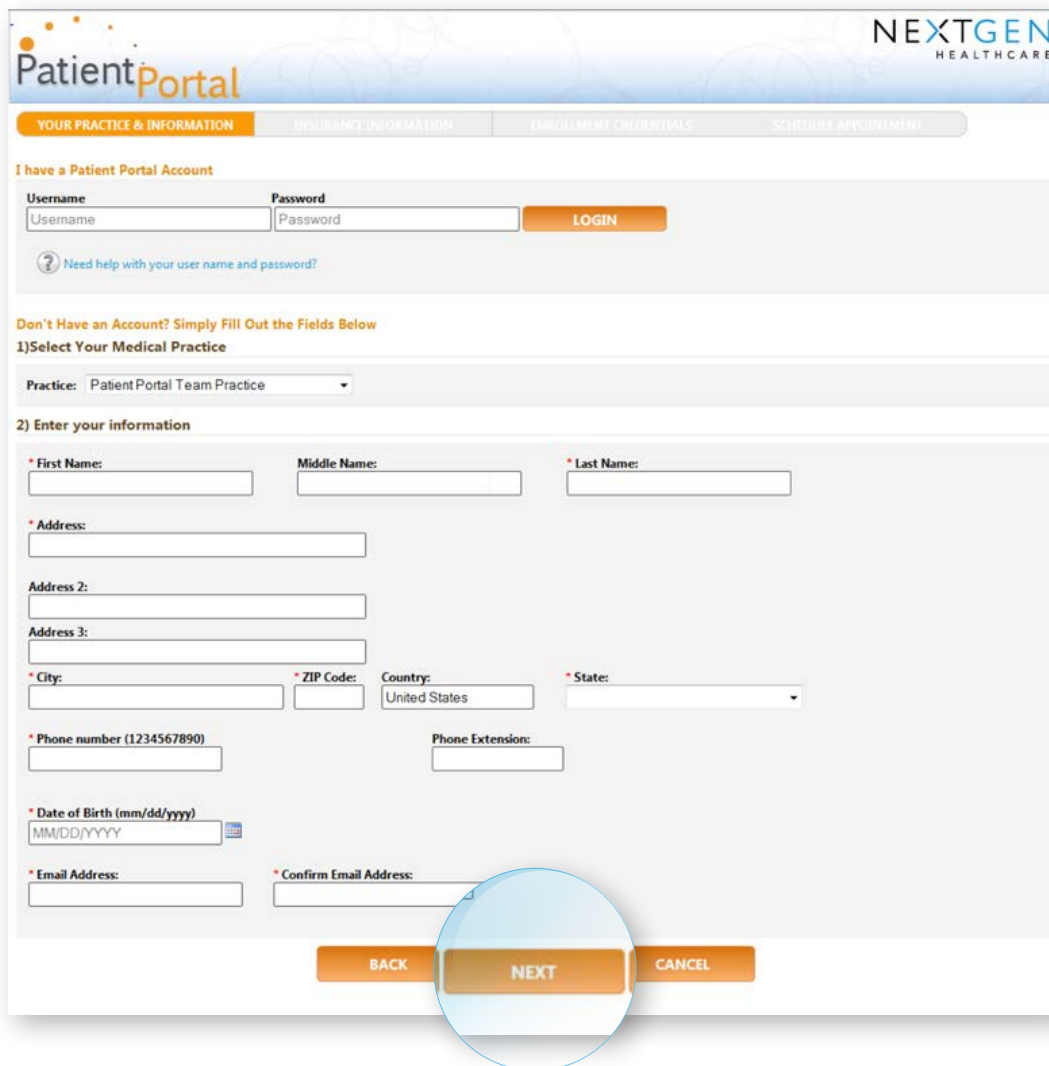
Check the box and click the “Continue” button to agree to the Terms and Conditions.



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How to Self-enroll in the Portal

Fill in the appropriate data fields. Click “[Next](#).” If you already have an account, and would like to add another practice to your existing account, click [here](#) for more information.



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 steps. Step 1, 'Select Your Medical Practice', has a dropdown menu showing 'Patient Portal Team Practice'. Step 2, 'Enter your information', contains several required fields: '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."

Patient Portal NEXTGEN
HEALTHCARE

YOUR PRACTICE & INFORMATION | **INSURANCE INFORMATION** | ENROLLMENT CREDENTIALS | SCHEDULE APPOINTMENT

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:

[BACK](#) [NEXT](#) [SCHEDULE AN APPOINTMENT](#) [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 'PatientPortal' interface for 'NEXTGEN HEALTHCARE'. The 'ENROLLMENT CREDENTIALS' tab is active. A 'FRAUD WARNING' is displayed at the top. The main section is titled '1) Create Username and Password' and includes instructions: 'Create a username and password you want to use when you log in to NextGen Patient Portal.' It contains three required fields: 'Username' (with a note: 'User name must be between 6 – 50 characters and is case sensitive'), 'Password' (with a note: 'Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive'), and 'Retype Password'. Below this is '2) Create Security Question' with instructions: '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.' It includes a dropdown for 'Select a Question', and 'Answer' and 'Retype Answer' fields. The final section is '3) Create Password Recovery Credentials' with instructions: '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.' It includes 'Create a Question', 'Enter your answer', and 'Retype Answer' fields. At the bottom right, there is a CAPTCHA widget and a 'Privacy & Terms' link. At the very bottom, there are four buttons: 'BACK', 'SCHEDULE AN APPOINTMENT', 'COMPLETE ENROLLMENT', and '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

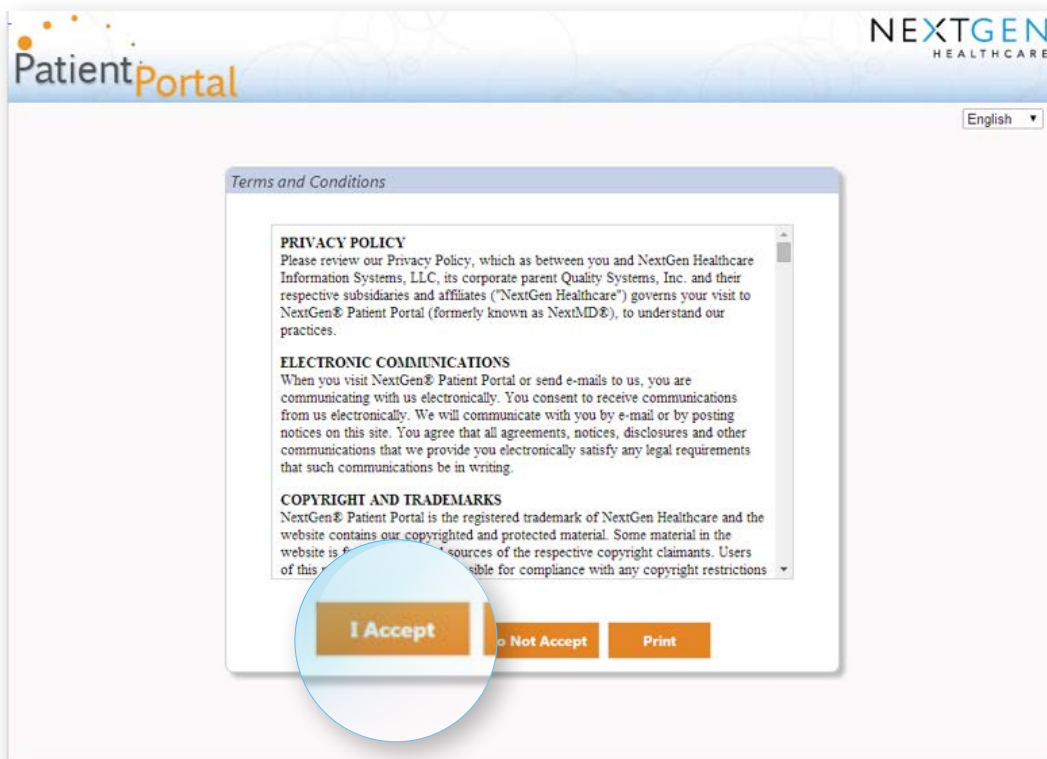
Your security is important. We use technology to encrypt, safeguard, and secure your information. See our [Privacy Policy](#) for more information.



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How to Enroll with a Token Provided by Your Practice

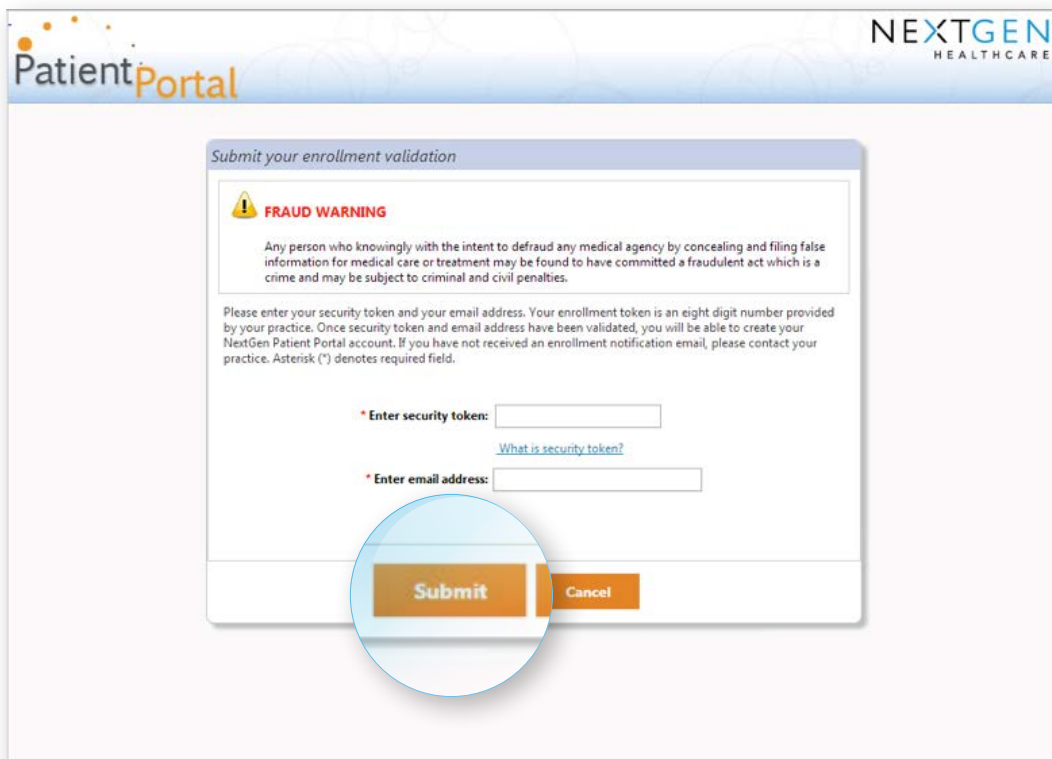
To enter the Portal, follow the link from your healthcare provider. Review the Terms and Conditions, then click "[I Accept](#)."



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How to Complete Enrollment

Enter the security token provided by your provider's office.
Enter your email address and click "[Submit](#)."



The screenshot shows the 'PatientPortal' interface for 'NEXTGEN HEALTHCARE'. The main heading is 'Submit your enrollment validation'. Below this is 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 the warning is a paragraph: 'Please enter your security token and your email address. Your enrollment token is an eight digit number provided by your practice. Once security token and email address have been validated, you will be able to create your NextGen Patient Portal account. If you have not received an enrollment notification email, please contact your practice. Asterisk (*) denotes required field.' There are two input fields: '* Enter security token:' and '* Enter email address:'. A blue circular callout highlights the 'Submit' button. A link '[What is security token?](#)' is located below the security token field. The 'Submit' and 'Cancel' buttons are at the bottom of the form.



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Username and Password

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

The screenshot shows the 'Create enrollment credentials' page in the NextGen Patient Portal. The page has a blue header with the 'Patient Portal' logo on the left and the 'NEXTGEN HEALTHCARE' logo on the right. A language dropdown menu is set to 'English'. The main content area is titled 'Create enrollment credentials' and contains 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 the warning is a three-step process:

- 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 reset credentials**
Create a form to use for password reset. 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:

At the bottom of the form are two orange buttons: 'Submit' and 'Cancel'.

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 NextGen Patient Portal dashboard. At the top, the 'Patient Portal' logo is on the left, and the 'NEXTGEN HEALTHCARE' logo is on the right. A navigation bar includes links for HOME, INBOX, SCHEDULE, MY CHART, RESULTS, MEDICATIONS, RESEARCH, and ACCOUNT SETTINGS. Below the navigation bar, the dashboard is divided into several sections:

- Inbox:** Lists messages from NYU Medical Center (9/1/2013), NextGen Clinic (8/31/2013), and NextGen Clinic (8/29/2013).
- Upcoming Appointments:** Shows two appointments from NextGen Clinic: a GYN appointment on 07/16/13 at 9:30 am and a knee check-up on 07/28/13 at 9:30 am. Each has 'Reschedule' and 'Cancel' links.
- To Do List:** Lists tasks such as 'Alan's physical exam needs to be scheduled' and 'Alan's dental cleaning needs to be scheduled', each with a 'Schedule' link.
- My Labs:** A table showing lab results for Full Blood Panel, Diabetes Scan, and MRI, with status indicators (Normal, Abnormal) and 'View Result' links.
- My Medications:** A table listing medications like Ciproxin, Paxil, Ibuprofen, and Zarnestra, including dosage instructions and 'Refill' links.
- Footer:** Displays contact information for NYU Medical Center, including the address (918 W.25th Street, New York, NY 10003) and a note about flu shots.

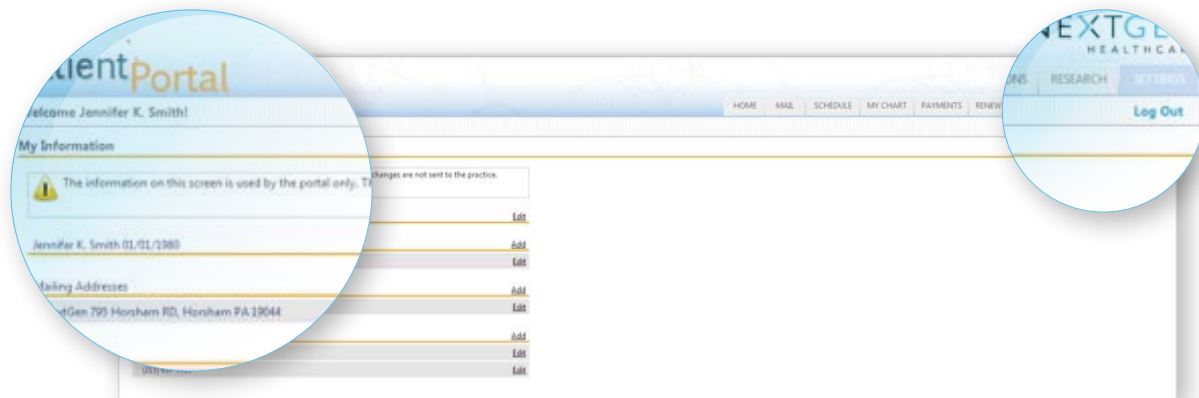


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Messages in the Portal

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](#)."

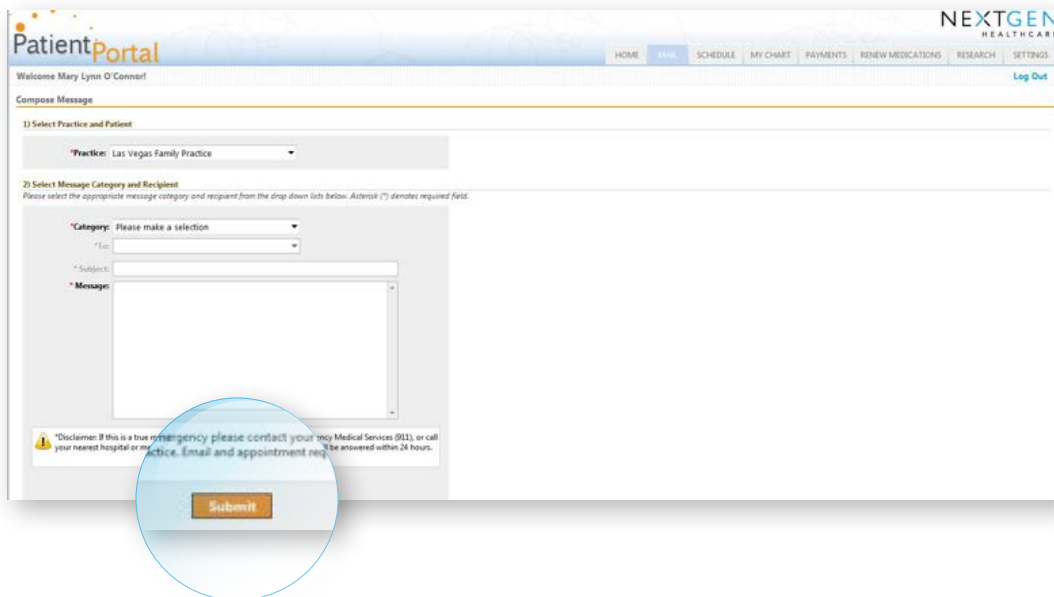
From here, you can set your preferences. You can change your enrollment information at any time by clicking "[Settings](#)" on the right-hand side of the screen, and choosing "[My Information](#)."



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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 Medical Services (911), or call your nearest hospital or 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

*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.

Submit



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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 discard it if you do not wish to receive it. If you pay this statement online, please discard 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:

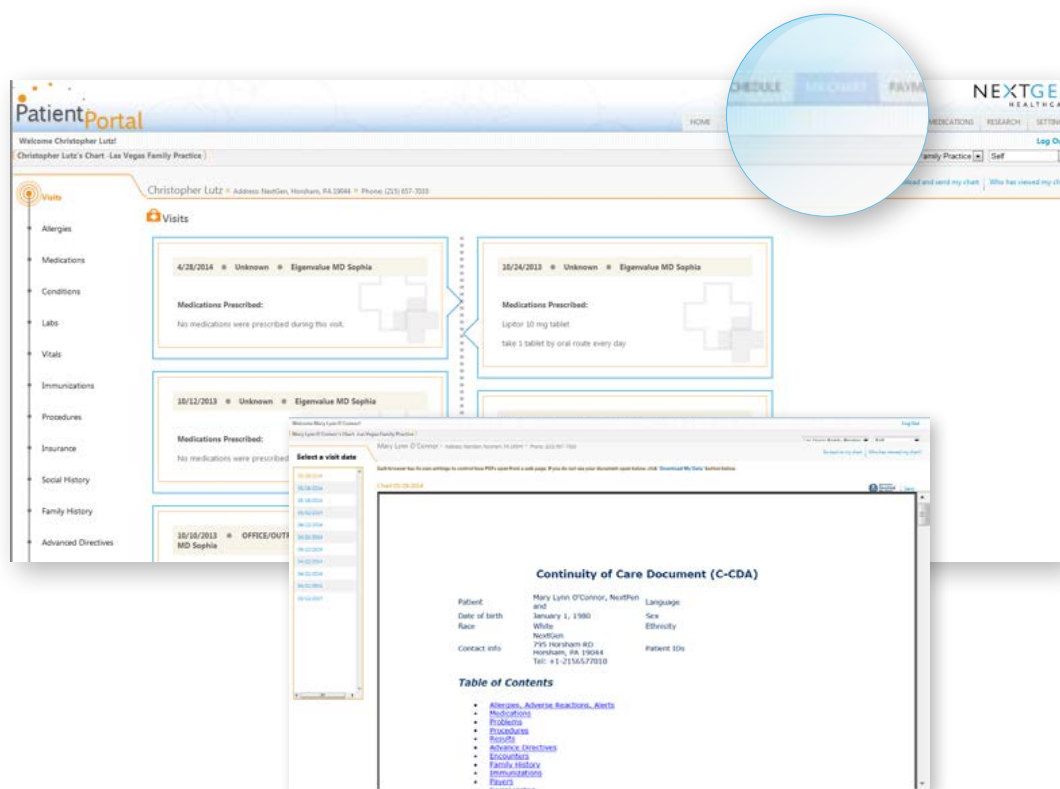
- 1) Select Your Medical Practice:** A dropdown menu showing "Practice: Las Vegas Family Practice".
- 2) Select Medications:** A section with a "Print Medications" link and a table of medications. A blue circle highlights this table.
- 3) Selected Pharmacy:** A section showing pharmacy details for CVS, 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" (Ogenvalve MD, Sophia), a text area for "Comments", and a "Submit" button. A blue circle highlights the "Submit" button.

Medication Selection Table:

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 the heading 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 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 list of three numbered steps, each with sub-points.

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 and email.

Welcome Mary Lynn O'Connor!

Manage your practices

You are currently enrolled in the following practices :

Las Vegas Family Practice	Un-enroll me from this practice
---------------------------	---

Enroll to the additional practice:

Please enter your security token and your email address. Your enrollment token is an eight digit number provided by your practice. Once security token and email address have been validated, you will be enrolled in your practice. If you have not received an enrollment notification email, please contact your practice. Asterisk (*) denotes required field.

*Enter security token:

[What is security token?](#)

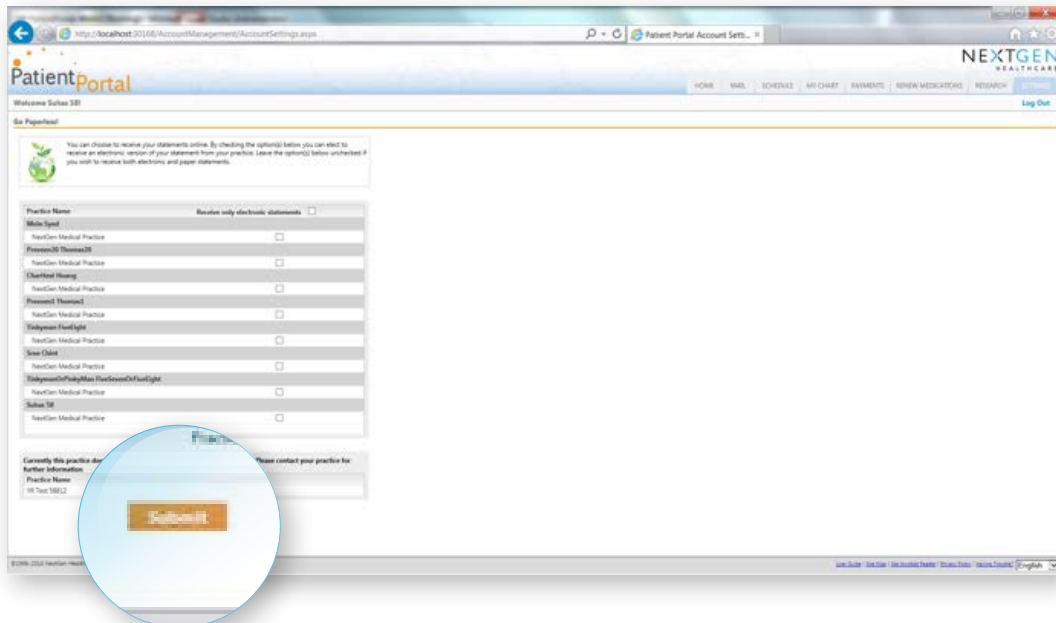
*Enter email address:



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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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