

WAIMĀNALO HEALTH CENTER PATIENT PORTAL USER GUIDE



**Ask a staff member
for more information on
how to enroll**

Patient Portal

- ◆ Request access to your health record
- ◆ Schedule and view appointments
- ◆ Request medication refills
- ◆ Request to see your lab results
- ◆ Communicate with your health care team
- ◆ Ask questions about your bill



WAIMĀNALO
HEALTH CENTER
waimanalohealth.org

ENROLL TODAY!
It's free and easy

What is the Patient Portal?

The patient portal offers a secure way for Waimānalo Health Center (WHC) patients to communicate with their health care team. Secure messages and information can only be read by someone who knows the right password to log into the site. This website will allow WHC patients to schedule and view appointments, request medication refills, request to see lab results, and ask questions about their bill. The portal is not intended for “Web Visits” or to replace appointments which are to be done in person with your provider. The portal is a voluntary option of WHC patients who wish to participate. The tool is free of charge to all Waimānalo Health Center patients.

Response Time

Responses will be made within 24 hours but no later than 3 business days. If you have not received a response within 3 business days, please call the office at (808) 259-7948 to check on the status of your request. Please do not use the Patient Portal for urgent or emergency messages.

Privacy and Security

Waimānalo Health Center takes the security of your personal health information very seriously. We follow all security laws, including Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH). Email information will be protected in the same manner as your medical and other personal information. We will never sell/trade/abuse your email address. Use of the Patient Portal is extended as a courtesy to allow enhanced communication between WHC patients and their health care team. Abuse of this courtesy and/or falsifying information, could result in discontinuing electronic communication with you.

Your Account

You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer. You agree to accept responsibility for all activities that occur under your account or password. You may cancel or opt-out of your account at any time.

Getting Started

- Complete the Patient Portal Authorization Form for yourself and each dependent
- A valid email address will need to be provided for each person
- WHC staff will input your information into the system and print a token
- The token is a unique id number needed to complete your portal enrollment.
- If you misplace your token, please request for a new token in person with a WHC staff member

Enrolling Dependent(s)

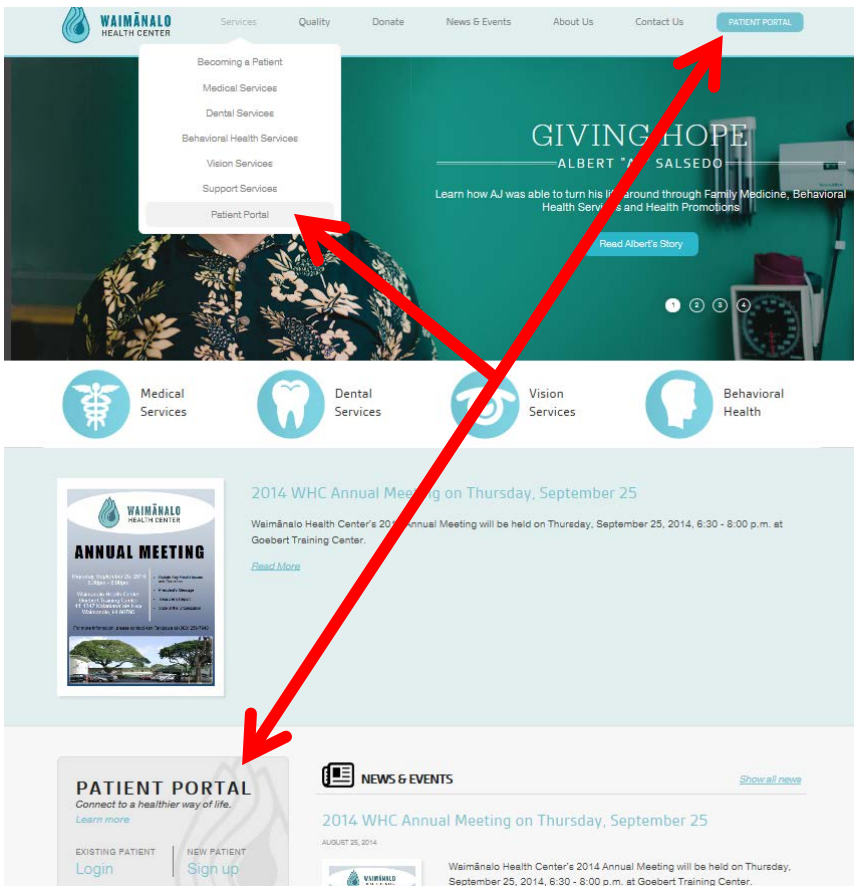
- As a parent or legal guardian you can have access to your child's patient portal as their Care Manager.
- Care Manager access will expire on the dependent's 18th birthdate.
- The dependent's health information can be accessed from the guardian's portal account.

Enrolling a Care Manager (CM)

- You can authorize another adult as a CM to have access to your patient portal.
- Specific rights can be granted for viewing only or allowing them to send/complete information on your behalf.
- The CM must be a current WHC patient.
- The CM's access will expire 1 year to date unless otherwise specified.

Completing Your Portal Enrollment

- The portal enrollment link can be accessed from various locations on the WHC website (waimanalohealth.org)
- You may access the link from an email that is sent to you when the token was generated
- You may also go directly to the enrollment screen at www.nextmd.com



NextGen Healthcare

PatientPortal

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 username and password fields are case sensitive and the password must contain at least one number.

Username

Username

Password

Password

Need help with your username and password?

LOG IN

I am new here

- Have you been provided an enrollment token?
- Do you have a temporary username and password?

I AM NEW HERE

- Click on “I AM NEW HERE”

NextGen Healthcare

PatientPortal

English

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 respective subsidiaries and affiliates (“NextGen Healthcare”) governs your visit to NextGen® Patient Portal (formerly known as NextMD®), to understand our practices.

ELECTRONIC COMMUNICATIONS

When you visit NextGen® Patient Portal or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide you electronically satisfy any legal requirements that such communications be in writing.

COPYRIGHT AND TRADEMARKS

NextGen® Patient Portal is the registered trademark of NextGen Healthcare and the website contains our copyrighted and protected material. Some material in the website is from copyrighted sources of the respective copyright claimants. Users of this material are solely responsible for compliance with any copyright restrictions and are referred to the copyright notices appearing in the original sources, all of

I ACCEPT I DO NOT ACCEPT PRINT

- Read the Terms and Conditions and click on “I ACCEPT”

New to Patient Portal?

This is your first step to the enrollment process.

Please select the option that applies to you and provide the required information.

☒ I was given an enrollment token

* Enrollment token:

[What is security token?](#)


* Date of birth (mm/dd/yyyy):

* Email address:

☐ I do not have an email address

☐ I have a temporary username and password

NEXT **CANCEL**

 **CAUTION**

- Select “I was given an enrollment token”
- Type in the token number (without dashes) that was given to you during the time of signing up for the portal. It must match exactly in order to continue with the enrollment process
- Type in your date of birth and email address that was noted on the portal authorization form. It must match exactly in order to continue with the enrollment process
- Click “NEXT” when all information has been added

Create your username
Enter a username you want to use when you login. Asterisk (*) denotes required field.

* Username:

Username must be between 6-20 characters which may be a combination of letters, numbers and [special characters](#) and is case sensitive.

Create your password
Enter a password you want to use when you login. Asterisk (*) denotes required field.

* Password:

Password must be between 6-20 characters with no spaces, must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

* Retype password:

- Create a username and password
- Username must be unique, is case sensitive and must be 6-20 characters. If a message appears noting username not accepted, try another username
- Passwords must be 6-20 characters, contain at least one number, and is case sensitive

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 answer:


- Select a security question and answer. This will be asked upon each login.

Create your 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 your answer:

 **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.

- You will also need to create your own security question and answer. This will be asked if you need to reset your password
- Click on Submit when all required fields are completed and start using your portal account

PORTAL WEBSITE OVERVIEW

HOME PAGE

- Once enrollment is completed and upon each login, you will be taken to the home screen.
- The home screen has WHC information and the following:

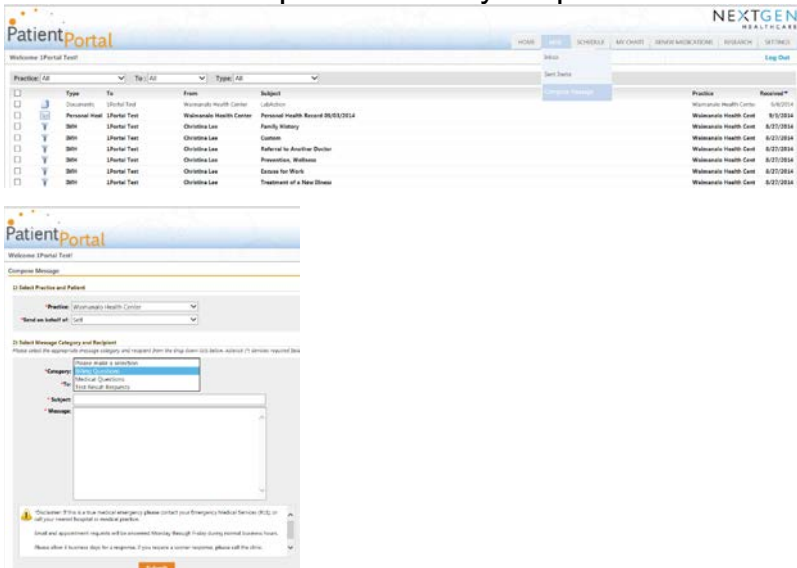
The screenshot displays the Patient Portal interface for Waimanalo Health Center. The header includes the NextGen Healthcare logo and navigation links. The main content area is divided into several sections:

- Practice Information:** Welcome to NextGen, WHC's patient portal. It includes a disclaimer and contact information for Waimanalo Health Center.
- Inbox:** A section for messages, currently showing no messages.
- Upcoming Appointments:** A section for future appointments, currently showing no appointments.
- Reminders:** A section for appointment reminders, currently showing no reminders.
- Results:** A table listing lab results, including CBC, H. pylori, Hemoglobin, and PSA.
- Medications:** A table listing medications, including ALR GLYCERIN/ITCH, ACETAMINOPHEN, AMOXICILLIN, and AMOXICILLIN.

- **Inbox:** This will list the last 3 messages that was sent by WHC
- **Upcoming Appointments:** Future appointments booked after the portal enrollment has been completed will show up in this section
- **Reminders:** The system will auto generate appointment reminders 7 days before the scheduled appointment
- **Lab Results:** Lab results will populate after you have requested your Personal Health Record (See page 12 for more details)
- **Medications:** Lists all medications. Clicking on Refill will take you to the Renew Medications Page. (See page 13 for more details)

MAIL PAGE

- You will be able to view any correspondence between yourself and your healthcare team at WHC
- Unread items are bolded
- Select Compose Message to send your healthcare team a secured message
- To respond back to a message, open the message and select Reply and when done click Send
- You will be notified when your message is sent
- All messages are first sent to the support staff and they follow up with the providers when necessary
- You will receive an email notifying you anytime WHC sends a correspondence to your portal



- **Billing question:** Support staff will look into the issue and follow up with you
- **Medication question:** Support staff will forward the request to the provider
- **Test Result Requests:** Support staff will forward to the provider for approval. The provider may request for you to schedule an appointment to discuss the results.

SCHEDULE PAGE

Patient Portal

Welcome! Portal Test! Last logged in: 1/16/2016, 1:47 PM

Patient Education

HOME MAIL **SCHEDULE** MY CHAT

Request Appointment

Appointment Request

1) ENTER REQUEST

2) SELECT PROVIDER AND LOCATION

3) SUBMIT REQUEST

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

*Practice: Waimanalo Health Center

*Patient: Please make a selection

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: Please select a provider.

*Select category: Please select a category.

*Select location: Please select a location.

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

*Reason for appointment:

*Priority:

*Make appointment for:

*Preferred date/time:

*Alternate date/time:

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

* For urgent or same day appointments, please call the office at (808) 253-7948.

Email and appointment requests will be answered Monday through Friday during normal business hours.

SEARCH

- Request Appointment: You have the option of requesting an appointment for yourself or your dependents. All fields with * must be completed before submitting.
 - Use for non-urgent appointments. You're given the option to select a provider, select specific days & times, reason for visit, & additional comments
 - Please call to cancel your appointments

NEXTGEN[®]
Patient Portal

NextMD.com Appointment Response

To: 1Portal

This email is to notify you that a response to your appointment request has been sent by the staff at Waimanalo Health Center. At your earliest convenience please log in to your NextMD account to review this information.

- When an appointment has been scheduled you will receive an email suggesting to review the information in your inbox on the portal.
- You will also receive a reminder email 7 days before scheduled appointments.

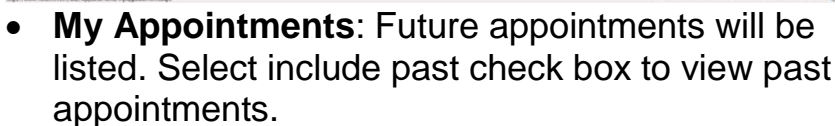
Click [here](#) to view your appointment.

Date practice responded: Thu 3/10/2016 11:48:44 PM GMT
Proposed appointment date: Your selected appointment date/time is not available. Please contact your practice.
Proposed provider: Jones, Christine
Proposed location: Waimanalo Health Center
 41-1347 Kalanianaʻole Hwy
 Waimanalo, HI 967951247
 (808) 259-7948

Aloha portal,
Your appointment has been scheduled for Wednesday 3/23/16. Check in at 8am. If this does not work for you please let us know and we can reschedule the appointment.
Mahalo

Patient Name:	1Portal Test
Date sent to practice:	Thu 3/10/2016 11:38:15 PM GMT
Requested provider:	John, Christine
Requested category:	Physical Exam
Requested location:	Waimanalo Health Center
Appointment priority:	Normal
1st preferred:	Mon, Tue, Wed, Thu, Fri or Sat from 1:00 PM to 5:00 PM
2nd preferred:	
Reason for appointment:	Work Physical

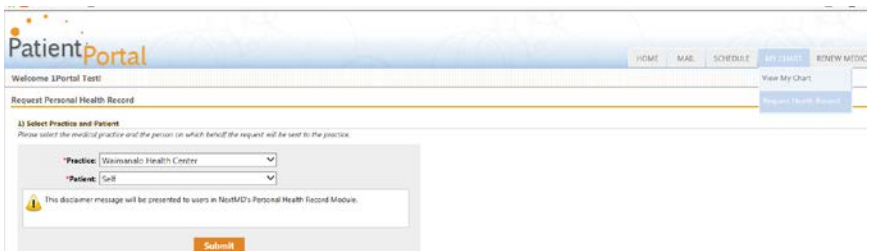
- If the appointment was made within your requested dates and times you can click at the top to view your appointment.
- If your appointment was made outside of your request the information will be noted under Message from practice.



MY CHART PAGE



- These fields will populate once you have requested your Personal Health Record (PHR).
- *We recommend all patients to request a copy of their PHR to see what is in your chart and discuss any discrepancies with your Primary Care Provider.*



- Personal Health Record: Select yourself or dependent and click on submit.
 - You will receive your health record in your inbox within a couple of days.
 - This is system generated and no notification of request is sent to the provider.
 - This document can be downloaded and saved as a pdf file.
 - It includes: Allergies, Medications, Problems, Procedures, Results, Advance Directives, Encounters, Family History, Immunizations, Payers, Social History, Vital Signs, Reason for Visit, Chief Complaint, Reason for Referral, Plan of Care, Functional Status, Medications Administered

RENEW MEDICATIONS

Renew Medications

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

Practice: **Waimanalo Health Center**
Patient: **Self**

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](#) [Print Medications](#)

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

Selected Pharmacy:
Pharmacy Name: **WHC Test Pharmacy**
Address:
Phone Number: **908-228-0205**
Fax Number: **908-228-0205**

[Select different pharmacy](#)

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

Reason: **Renewal of Ongoing Medications**
Sent to: **Lee, Christine**

Comments:

*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911) or call your nearest hospital or medical practice.
Narcotic or controlled substance medication refills require an appointment with your Provider and will not be refilled through this portal. Please call 808-228-7949 for an appointment.
Medication renewal requests will be answered Monday through Friday during normal business hours.

Submit

Renew Medications

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

Practice: **Waimanalo Health Center**
Patient: **Self**

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](#) [Print Medications](#)

Check the box next to all medication(s) you would like to have renewed and click the Submit button. If you do not see your medication(s) listed, please contact your provider using the secure messaging functionality.

☐ Display any inactive medications that may be available for renewal.

Prescription Name	Dose	Description	Start Date	Stop Date
<input type="checkbox"/> PRELISC ONAPRAZOLE	20 MG	take 2 tablet at bedtime	6/5/2014	
<input type="checkbox"/> GPO-PROVERA METHYLPREDNISOLONE	150 MG/ML	inject 2 milliliter by intramuscular route every 3 months	6/26/2014	9/26/2014
<input type="checkbox"/> LORANED LORAZEPAM	10 MG	take 1 tablet (10MG) by oral route every day	8/26/2013	
<input type="checkbox"/> ZANTAC 75 RANITIDINE HCL	75 MG	take 2 tablet by oral route every day with a glass of water	8/26/2013	
<input type="checkbox"/> GLUCOPR GLUCOPR	2.5 MG	take 2 tablet by oral route every day with breakfast	7/25/2014	
<input type="checkbox"/> PRENATAL VITAMINS				

* Indicates an inactive medication due to it being expired. This is where the end date of the medication is prior to today's date.

Select Cancel

- Select the medication you want to request to refill. Only active medications will be listed and available to select.
- The list of active medications displays when you click on the select different medications link
- You will also need to select the desired pharmacy you wish to have the prescription sent to.
- You will receive an email notifying you to check your portal when a determination of this refill is made by your provider.
- The message sent to your portal will have the information on the status of your refill request.
- Keep in mind that not all refill requests are approved. Your provider may request for you to schedule an appointment.

PRINTING YOUR MEDICATION LIST

Renew Medications

1) Select Your Medical Practice

Select the medical practice that prescribed the medication you wish to renew.

*Practice:

Waimanalo Health Center

▼

*Patient:

Self

▼

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

Print Medications

Check the box next to all medication(s) you would like to have renewed and click the submit button. If you do not see your medication(s) listed, please contact your practice using the secure messaging functionality.

☐ Display any inactive medications that may be available for renewal.

	Prescription Name	Dose	Description	Start Date	Stop Date
<input type="checkbox"/>	PRILOSEC OMEPRAZOLE	20 MG	take 1 tablet at bedtime	6/5/2014	
<input type="checkbox"/>	DEPO-PROVERA MEDROXYPROGESTERONE ACETATE	150 MG/ML	inject 1 milliliter by intramuscular route every 3 months	6/29/2014	9/28/2014
<input type="checkbox"/>	LORADAMED LORATADINE	10 MG	take 1 tablet (10MG) by oral route every day	8/20/2013	
<input type="checkbox"/>	ZANTAC 75 RANITIDINE HCL	75 MG	take 1 tablet by oral route every day with a glass of water	8/29/2013	
<input type="checkbox"/>	GLIPIZIDE ER GLIPIZIDE	2.5 MG	take 2 tablet by oral route every day with breakfast	7/19/2014	
	PRENATAL VITAMINS				

Indicates an inactive medication due to it being expired. This is where the end date of the medication is prior to today's date.

Select

Cancel

Print Content - Internet Explorer

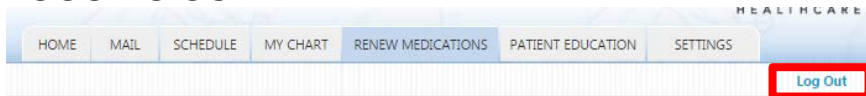
about:blank

	Prescription Name	Dose	Description	Start Date	Stop Date
<input type="checkbox"/>	PRILOSEC OMEPRAZOLE	20 MG	take 1 tablet at bedtime	6/5/2014	
<input type="checkbox"/>	DEPO-PROVERA MEDROXYPROGESTERONE ACETATE	150 MG/ML	inject 1 milliliter by intramuscular route every 3 months	6/29/2014	9/28/2014
<input type="checkbox"/>	LORADAMED LORATADINE	10 MG	take 1 tablet (10MG) by oral route every day	8/20/2013	
<input type="checkbox"/>	ZANTAC 75 RANITIDINE HCL	75 MG	take 1 tablet by oral route every day with a glass of water	8/29/2013	
<input type="checkbox"/>	GLIPIZIDE ER GLIPIZIDE	2.5 MG	take 2 tablet by oral route every day with breakfast	7/19/2014	
<input type="checkbox"/>	PRENATAL VITAMINS				
<input type="checkbox"/>	PRENATAL VITS W-CA,FE,FA (<1MG)		take 1 tablet by oral route every day	8/20/2013	

- You have access to print your active medication lists
- If you click on Print Medications link you will be prompted to select the printer.

Page 14

LOGGING OUT



- For your security, it is best to log out of the portal after each use.

LOGGING ON IN THE FUTURE



- The portal enrollment link can be accessed from various locations on the WHC website at waimanalohealth.org (See page 4 for details)
- You may also go directly to the Login screen at www.nextmd.com
- Type in your username and password and click on Log In. Username and password are case sensitive

LOCKED ACCOUNTS

- If you fail to properly log in to your portal account after 4 attempts, the system will lock your account for 20 minutes.
- If WHC locks your account, you will be notified through your email address we have on file.

FORGOT USERNAME/PASSWORD



Username

Username

Password

Password

? [Need help with your username and password?](#)

- Click on the “Need help with your username and password” link shown above.

FORGOT USERNAME

Forgot your Login information?

I'm having problems signing in.

☒ I forgot my Username

Please enter your information below so that we can locate your account.

Last Name: *

Email address: *

Date of Birth (mm/dd/yyyy): *

- Select I forgot my Username
- Input your last name, your email WHC has on file, and your birth date.
- You will need to complete your Last name, email address, and birthdate
- Click on submit when items are completed.
- You will receive an email with your username

FORGOT PASSWORD

☒ I forgot my Password

Please enter your information below so that we can locate your account.

Username: *

- I forgot my Password
 - Select I forgot my Password
 - Type in your username (case sensitive)
 - You will be asked to answer one of your security questions
 - You will be sent an email. Select forgot password link
 - You will be asked to create a password and select your security questions.

☐ I have my password reset token

Please enter your information below so that we can locate your account. Your password reset token should have been provided by your practice.

Reset token: *

Email address: *

Date of Birth (mm/dd/yyyy): *

- Request a reset token from WHC
 - Type in your reset token, email address, and birth date
 - You will be asked to answer one of your security questions
 - You will be asked to create a password and select your security questions

