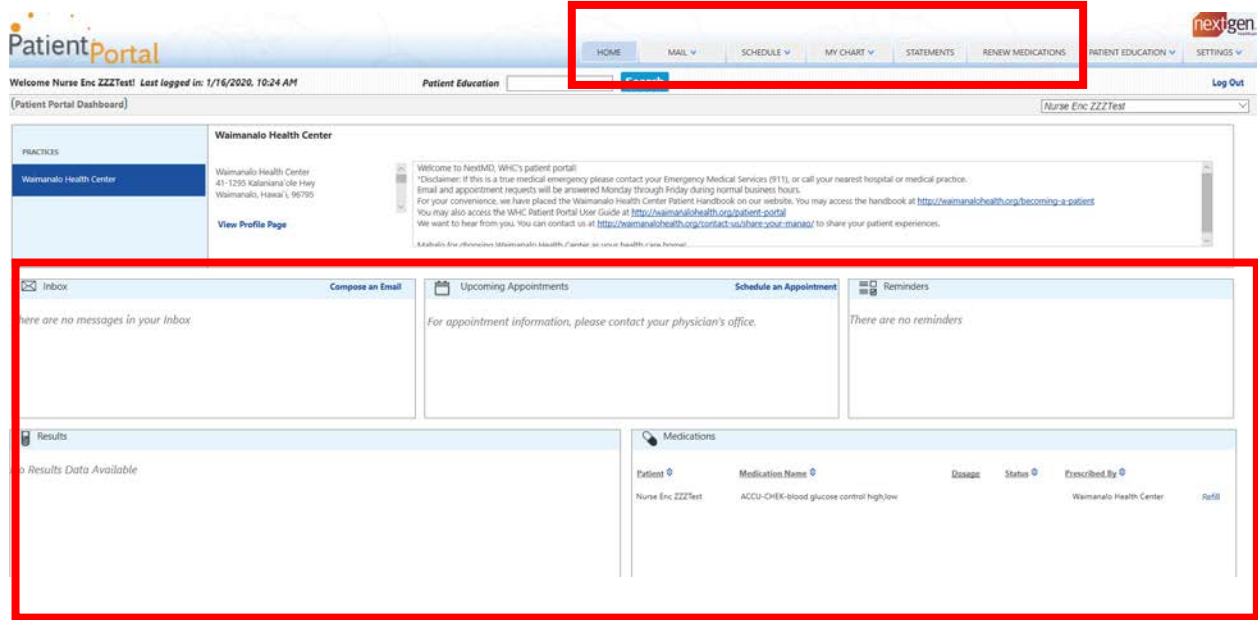




NextGen Patient Portal Overview Guide

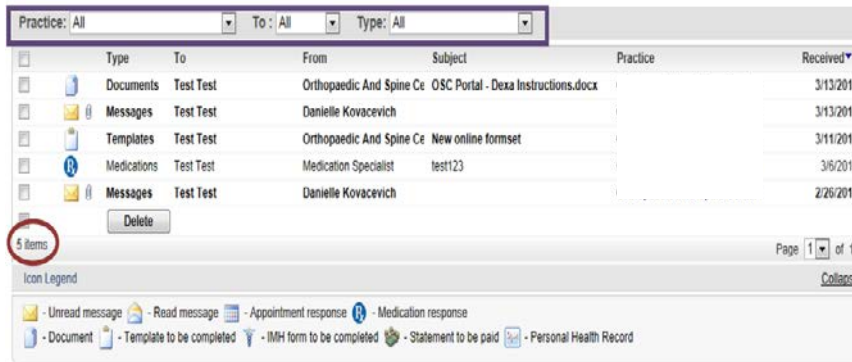
Home Page



The top navigation and the content page provide access to the same features

Inbox /Mail:

View messages, documents and templates sent



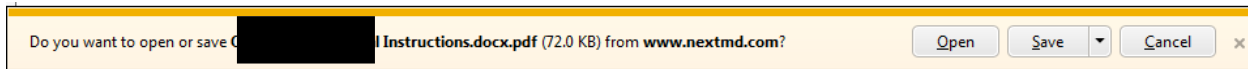
•Unread messages appear in bold type

•Total messages on the bottom left (circled)

•To customize display, use the Practice, To and Type drop down.

Click on message to read.

In order to view messages, you will need a PDF reader on your device. Adobe Acrobat Reader is a free



program that can be downloaded from <http://get.adobe.com/reader/>

- The file download box displays. Click “Open” to view.
- Click “Save” arrow and choose “Save As” to store documents to specific location.
- Click “Cancel” to close file and not open.

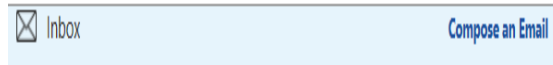


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Compose/Reply Message:

Click reply in opened message.

1. Type message.
2. Click "Send" when complete.



There are no messages in your Inbox

Navigate to compose an Email

1. Select a "Category."
2. Choose a "To."
3. Type a "Subject."
4. Compose the message.
5. Click "Submit."

Compose Message

1) Select Practice and Patient

*Practice: Orthopaedic And Spine Center

2) Submit Message

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

*Category: Appointment Questions

*To: Office Visit Specialist

* Subject: Type Subject Here

* Message: Type message in this box

*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Appointment requests will answered by the end of the next business day. You will be contacted within 72 business hours regarding questions sent through email.

Submit

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



NextGen Patient Portal Overview Guide

Medication: Lists all medications.

Patient	Medication Name	Dosage	Status	Prescribed By	Refill
Nurse Enc ZZZTest	ACCU-CHEK-blood glucose control high,low			Waimanalo Health Center	Refill

Renew Medication: Only active medications will be listed and available to select. Keep in mind that not all refill requests are approved. Your provider may request for you to schedule an appointment. You will receive an email notifying you to check your portal when determination of this refill is made by your provider.

Click **Refill** next to medication

Renew Medications

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

*Practice:

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

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

[Select different medications](#) [Print Medications](#)

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

Selected Pharmacy:

Pharmacy Name: Longs Drug Store #10740
Address: 988 Halekauwila St
Honolulu, HI 96814
Phone Number: (808) 513-6996
Fax Number: (808) 464-6807

[Select different pharmacy](#)

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

*Reason:

*Send to:

Comments:

Maximum length: 500 characters

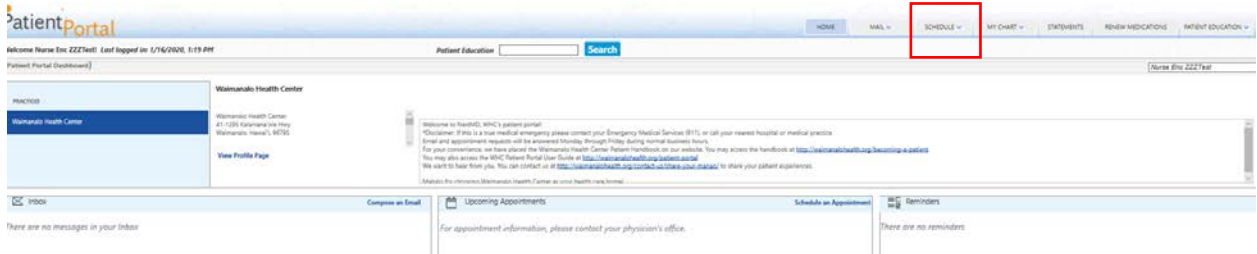
*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice.
Narcotic or controlled substance medication refills require an appointment with your Provider and will not be refilled through this portal. Please call (808) 259-7945 for an appointment.
Medication renewal requests will be answered Monday through Friday during normal business hours.

- Click **Select different medications** to select medication.
- Your preferred pharmacy will automatically default as the pharmacy.
- Click **Select different pharmacy** and search by name, address and zip code.
- Select **Reason** for renewal and choose appropriate response
- Select **Send to** and choose the appropriate provider
- Enter any comments you wish to send to the provider regarding the medication.
- Click **Submit** when complete



NextGen Patient Portal Overview Guide

Scheduling an Appointment



From the Navigator bar on top, click on **Schedule**. Scroll to **Request Appointment**

Appointment Request

1. ENTER REQUEST 2. VERIFY APPOINTMENT

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

*Practice: [Waimanalo Health Center]

2) Select Provider and Location
Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk

*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: [Text field]
*Priority: [Dropdown]
*Make appointment for: [Dropdown]
*Preferred date/time: [Date/Time] to [Date/Time]
Alternate date/time: [Date/Time] to [Date/Time]

Search

*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) 253-7346.
Email and appointment requests will be answered Monday through Friday during normal business hours.

- Select the appropriate **Practice**
- Select the appropriate **Provider**
- Select **Category** for the type of visit
- Select **Location**
- Under **Submit Request**, type in the **Reason of the visit**
- Select **Priority**, and determine the importance of the visit
- Select **Make Appointment**, choose the timeframe you prefer to have your appointment

Select **Preferred date/time** Choose the timeframe you prefer to have your appointment

Select the **Day**, you would like to have your appointment.

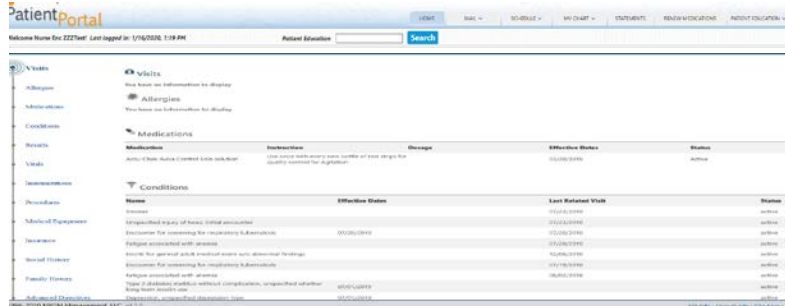
If this is an emergency, please call 911. We will make every attempt to schedule your appointment based upon your preference. When an appointment has been scheduled, you will receive an email suggesting to review the information in your inbox on the portal. You will also receive a reminder email 7 days before your scheduled appointment.



NextGen Patient Portal Overview Guide

My Chart

Pertains to your health record. If your chart is blank, you will need to **Request your Health Record**.



Request Health Record

From **My Chart**, scroll down to **Request Health Record**. We recommend all patients to request a copy of their Personal Health Record to see what your chart is and discuss any discrepancies with your Primary Care Provider

Request Personal Health Record

1) Select Practice and Patient
Please select the medical practice and the person on which behalf the request will be sent to the practice.

*Practice:

2) Select Chart Date:
Please select the medical practice and the person on which behalf the request will be sent to the practice.

*Chart Dates:

This disclaimer message will be presented to users in NextMD's Personal Health Record Module.

Click **Submit** if the practice and chart date is correct. You will receive your health record in a few days in your portal inbox. This is a system generated and no notification of the request is sent to your provider. In your inbox, the document can be downloaded and saved. It will include: allergies, medications, problems, procedures, results, family history, vital signs and other information pertaining to your health record.