Patient Portal: Quick Reference Guide

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Portal Login: First Time

The practice has provided you with a “Welcome to NextMD Letter”!

You have been enrolled in NextMD.

Your enrollment token is: 111-111-111. To protect the privacy of your medical information this token should be kept secret. You will be required to enter this token to complete your enrollment. Once the enrollment process is complete, you will no longer need it.

You must complete the online enrollment process within 30 days or your enrollment token will expire.

Patient Portal Home Page

- Navigate to the patient portal website http://www.nextmd.com
- Click “CREATE ACCOUNT” to create username and password

Terms and Conditions Screen

- Review the Terms and Conditions, and if approved then click “I Accept”.

Terms and Conditions
**New to Patient Portal Screen**

- Select *I have an enrollment token*

**Token Details**

- Enter the *Token number* from the Welcome to NextMD Letter provided by your medical office.
- Enter your *date of birth*.
- Enter your *last name*.
- Enter your *email address or select* “I do not wish to provide an email address”.
- Click *Next*.
Account Options

- Select *Sign up for a new account*

Welcome

- **Sign up for a new account**
- **Add to an existing account**

Account Credentials

- Create your *Username*
- Create your *Password*
  - Follow Password requirements
- *Confirm Password*
- Click *Next*

Set up account

*Username*

*Password*

- Use 8-50 characters
- Use upper and lower case letters (e.g., Be)
- Use a number (e.g., 1234)
- Use a special character (e.g., $^%)
- Avoid including commonly used passwords (e.g., "password")

*Confirm Password*

[Next] [Cancel]
Security Questions

- Create five (5) unique security questions/answers.
- Click Submit.

Google Authenticator (**Optional Feature)**

- Either select I am not interested or Get Started.
  - If you select Get Started, follow the prompts provided by Google Authenticator.

Successfully Updated

- Click Continue.
Congratulations! Welcome to the Portal!

From your Welcome screen you can view and access your Inbox, Upcoming Appointments, Reminders, Lab Results, Medications and much more.
How to send a message

- In the top bar, choose the **Mail** tab then click **Compose Message**.

- Start writing your message.
  - Category:
    - Ask a Billing Question
    - Ask about Test Results
    - Ask the Clinical Staff a Question
    - Ask the Front Desk a Question
    - Request a Referral
    - Request Medical Records

- Click **Submit**.
  - All fields need to be completed before submitting.
How to check your portal messages

- In the top bar, choose the **Mail** tab then click **Inbox**.

![Patient Portal Mail Tab](image1)

- Similar to email, **Left Click** to open the message.

![Patient Portal Inbox](image2)

- To Print: Select the print icon.
- To Go Back to Inbox: Select Back to Inbox icon.
How to schedule a Real Time appointment (Primary Care)

- In the top bar, choose the *Schedule* tab then click *Request Appointment*.

Enter Request
- Complete the Appointment Request then click *Search*.

1. ENTER REQUEST

1) Select Your Medical Practice

   Please select the medical practice for that appointment.

   - *Practice*: Calvert Health Medical Group
   - *Patient*: Self

2) Select Provider and Location

   Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk (*) is a required field.

   - *Select provider/group*: Katkhouda CRNP, Sarah
   - *Select category*: Office Visit
   - *Select location*: Calvert Health Primary Care Twin Bear

   Please bring your ID, insurance card, copay, and a bag with all your current medications to your appointment. **If you have not been seen in 3 or more years please schedule a New Patient appointment to re-establish care.**

3) Search Appointment

   Your provider has real time booking enabled for the selected category and location. Please fill in all required fields and click the

   - *Reason for appointment*: 3 Month Follow Up
   - *Priority*: Normal
   - *Make appointment for*: Next Month

   - *Start date*: 10/01/2019  
     *End date*: 10/31/2019
   - *Preferred date/time*: 9:00 AM to 3:00 PM

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

   Appointment Requests will be answered within 1 business day. If you need an appointment within 24 hours, please call the office.

   - Red asterisks (*) are required fields.
Select Appointment

- Select preferred Appointment (by left clicking on the white open circle) then click **Book Appointment**.

View Details

- Your appointment is booked. Provided is a summary of your Appointment and Practice Instructions.
How to request an appointment (Specialist)

- In the top bar, choose the *Schedule* tab then click *Request Appointment*.

- Complete the Appointment Request then click *Submit*.

- You will receive an email confirmation in Patient Portal when your request is approved.
How to request and view your personal health record

**Important:** You must request your health records before you can view them in My Chart.

- In the top bar, choose the *My Chart* tab then click *Request Health Record*.

- Confirm Practice and Patient then click *Submit*.

- In the top bar, choose the *My Chart* tab then click *View My Chart*.
How to renew your medication

- In the top bar, choose the **Renew Medications** tab.

- Select desired active medication(s), pharmacy and renewal information.
  - To select an active medication, Left Click next to the medication name then click Select.
  - To select a pharmacy, type in the Pharmacy then click Search.
- Click **Submit**.

  - Red asterisks (*) are required fields.
How to view Patient Education Resources

*Important:* The information obtained in this link does not replace the advice of a medical provider.

- In the top bar, choose the *Patient Education* tab.

  - Available options are:
    - Patient Education
    - Symptom Checker
    - Medications
    - Health Decision Tool

The Patient Education tab provides the patient with access to educational material including Symptom Checker and Health Decision Tools provided by Healthwise Health Information Knowledgebase.
How to pay your Statement online

- In the top bar, choose the **Statements** tab.

- Click **Pay Now**.

- Complete the Make a Payment section then click **Submit**.
How to change NextMD Patient Portal default language

- In the bottom-right corner of the NextMD Patient Portal, select preferred language from the available options.

Before logging in – NextMD Homepage

![NextMD Patient Portal before logging in](image1)

After logging into NextMD Patient Portal

![NextMD Patient Portal after logging in](image2)
How to add another practice/clinic that also uses NextMD Patient Portal

After you sign up for NextMD with another participating practice, you will automatically receive an “Add new practices” pop-up upon logging into NextMD.

- Click Add Selected Practice to add the practice to your NextMD patient portal.

In the event you close the pop-up
- In the top bar, choose the Settings tab then click Manage Practices.

- Complete the “Enroll in an additional practice” section with the Security Token provided by your practice, then click Submit.

Examples of local practices that currently utilize NextMD Patient Portal:

- CalvertHealth Medical Group
- Dunkirk Family Practice
- Center for Vein Restoration
- Calvert Internal Medicine (Prior to 09/2018)
- Shah Associates
- Capital Women’s Care
- Maryland Eye Associates