



PATIENT PORTAL USER GUIDE

The Chicago Family Health Center Patient Portal user guide can help navigate you as you enroll for this interactive service or troubleshoot any glitches you may encounter.

*For additional
support call:
1.800.NextGen*

Enrolling in Patient Portal

After you have received your enrollment form from the clinic, go to www.nextmd.com and click on Enroll Now.

Read the Terms and Conditions and click “I Accept” to continue.

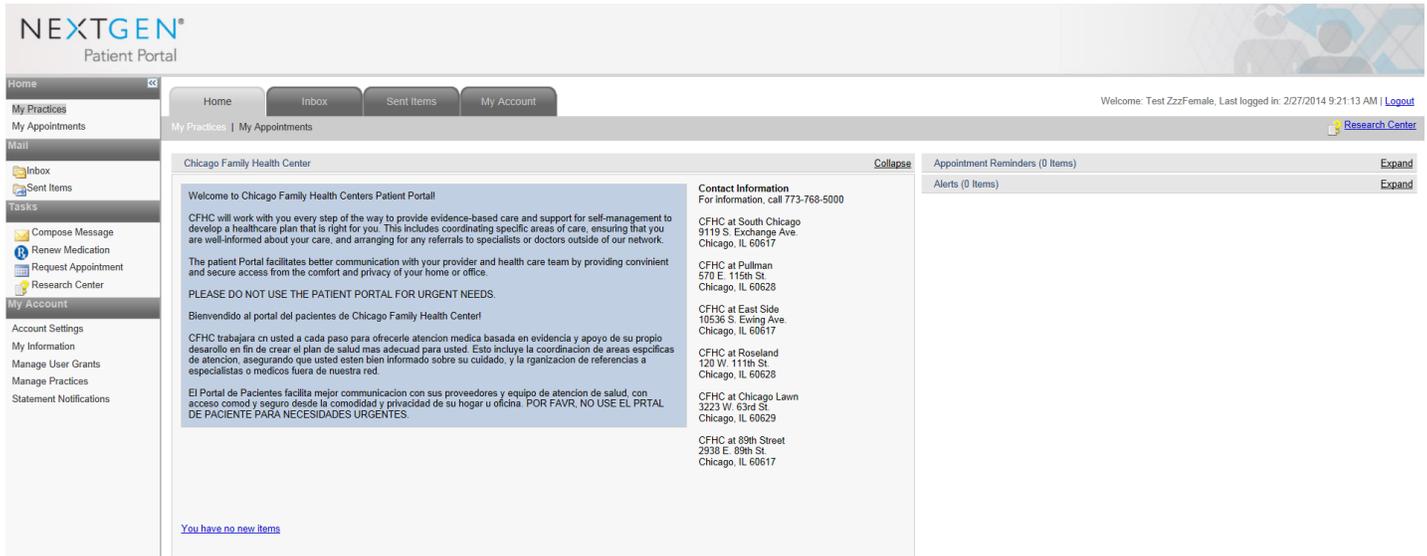
Enter the token from the enrollment form and your email address exactly as you gave it to the clinic and click Submit.

The next few steps are creating their username and password, then creating and answering security questions.

After you click submit, you will be logged into the home page.

Patient Portal Home Page

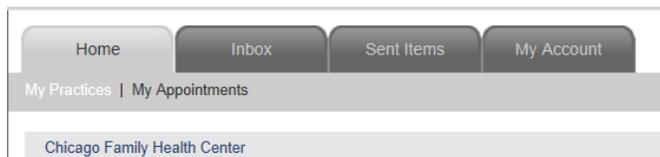
The Chicago Family Health Center home page displays.



Contents Pane

The content pane enables you to access all pages in the Patient Portal website using the tabs across the top of each page. (More detail on each of these areas is found under Navigation Pane)

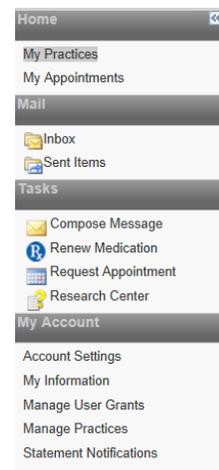
- Home- will return to the Welcome page. You are able to view appointment reminders and the current practices you are signed up with for the Patient Portal.
- Inbox- will allow you to view all items that you've received from the practice. You are also able to compose a message, renew a medication, request an appointment, and use the research center from this tab.
- Sent Items- will allow you to view all items you have sent to the practice. You are also able to compose a message, renew a medication, request an appointment, and use the research center from this tab.
- My Account- will allow you to update your account information (name, address, email, etc.)



Navigation Pane

The left navigation pane enables you to access all the pages on the website. The links are grouped by functionality: Home, Mail, Tasks, My Account.

- Home
 - My Practices- returns you to the Welcome page where you will see the practice or practices the user is enrolled



- My Appointments- this page shows the user a listing of appointments scheduled through the patient portal

- Mail

- Inbox- will allow you to view all items that you've received from the practice.
 - To open a message, single left click the message.
 - To reply to a message, press "Reply" on the top of the message.
- Sent Items- will allow you to view all items you have sent to the practice

Type	To	From	Subject
Booked Appt.	Test ZzzFemale	Aduana, Glen	follow up
Pending Appt.	Test ZzzFemale	Aduana, Glen	fever
Booked Appt.	Test ZzzFemale	Aduana, Glen	fever
Booked Appt.	Test ZzzFemale	Aduana, Glen	follow up
Documents	Test ZzzFemale	Chicago Family Health Centre	nurse_master
Documents	Test ZzzFemale	Chicago Family Health Centre	ImmAdminRecord
Documents	Test ZzzFemale	Chicago Family Health Centre	IPHCA_Master_IM

- Tasks

- Compose Message- This is the area where you can send a message to the practice.
 1. The practice is selected by default
 2. - Select the Category of message
 - Select the appropriate recipient based on location or provider
 - Enter a subject line for your message
 - Enter the message
 3. Press Submit to send the message
- Renew Medication- This is the area where you can send a request to renew a medication.
 1. The practice is selected by default
 2. Select the medication or medications you wish to request to renew. You may need to click the "Select different medications" to open a full list of medications.
 3. Your default pharmacy is listed, if you'd like to select a different one- press "Select different pharmacy".
 4. - Select your provider
 - Enter comments (if needed)
 5. Press Submit to send the request

1) Select Practice and Patient
*Practice: Chicago Family Health Center

2) Select Message Category and Recipient
Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.
*Category: Medical Questions
*To: Aduana, Glen
*Subject:
*Message:

*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Emails will be answered with in our earliest convenience.
*Descargo de responsabilidad: Si se trata de una verdadera emergencia medica, por favor pongase en contacto con el Servicio de Emergencias (911), o llame a hospital o practica medica mas cercana. Correo electonico seran contestados tan pronto como le sea posible.

Submit

1) Select Your Medical Practice
Select the medical practice that prescribed the medication you wish to renew.
*Practice: Chicago Family Health Center

2) Select Medications
Select the medication you wish to renew.
Selected Medication(s):
ACTOS (PIGLITAZONE HCL) 30 * 15 MG TABLET 1/22/2014 - No End Date
[Select different medications](#) [Print Medications](#)

3) Select Pharmacy
Select the pharmacy you wish to handle the refill.
Selected Pharmacy:
Pharmacy Name: CVS/pharmacy #4979
Address: 7855 S. WESTERN AVE.
CHICAGO, IL 60620
Phone Number: (773) 436,6004
Appointment Request

1) Select Your Medical Practice
Please select the medical practice for that appointment.
*Practice: Chicago Family 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 (*) denotes required field.
*Select provider/group: Aduana, Glen
*Select category: Office Visit
*Select location: CFHC at South Chicago
Hours of Operations:
Monday 8:30 a.m. to 8:00 p.m.
Tuesday 8:30 a.m. to 5:00 p.m.
Wednesday 8:30 a.m. to 5:00 p.m.
Thursday 8:30 a.m. to 8:00 p.m.
Friday 8:30 a.m. to 5:00 p.m.
Saturday 8:45 a.m. to 1:00 p.m.

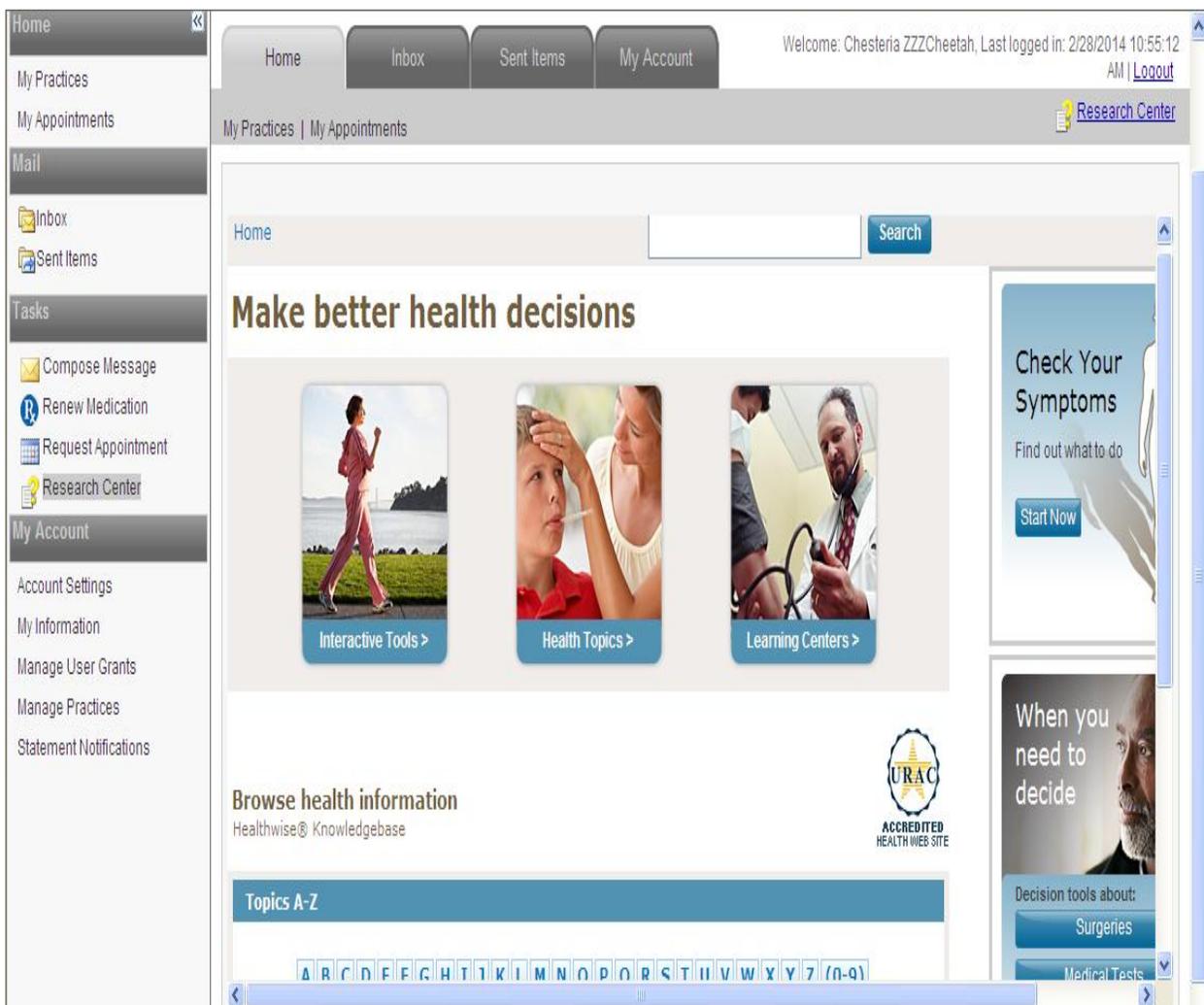
3) Submit Request
Please fill in all required fields and click the Submit button to submit your request.

*Reason for appointment:
*Priority: Normal
*Make appointment for: This Week
*Start date: 02/24/2014
*End date: 03/02/2014
*Preferred date/time: Mon, Tue, Wed, Thu, Fri, Sat
*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Appointment request will be answered on or before next business day.
*Descargo de responsabilidad: Si se trata de una verdadera emergencia medica, por favor pongase en contacto con el Servicio de Emergencias (911), o llame a hospital o practica medica mas cercana. Solicitud de citas seran respondidas en o antes del proximo dia laborable.

Submit

- Request Appointment- This is where you can request an appointment with your provider
 1. The practice is selected by default
 2. - Select your provider
- Select Office Visit
- Select Location
 3. - Enter Reason for appointment
- Enter priority
- Select timeframe for appointment
- Select preferred date/time
 4. Press Submit to send the request

- Research Center- This is a reputable area to learn about health information. It is available through Healthwise. It should not be used to replace the advice of a doctor.



- My Account

- Account Settings- your username, password, security question, forgot password question can be edited in this area. You can also un-enroll from the patient portal at the very bottom.
 - To edit any of these fields, press edit on the right

- My Information- allows you to change your mailing address, email address, and phone number. Press edit on the right to change information.

- Manage User Grants- if you are a care manager or dependents or are one of these, on this page you would be able to see who manages the account and/or dependents whom you manage.

- Manage Practices- If you are a patient of multiple practices that use the NextGen Patient portal, you will be able to view/manage all of the practices under one username. After your initial set-up, if you need to add any additional practices, use the Manage Practice link. You will need to enter the security token to the new practice and the email address used for registration.

- Statements notification- this setting is not set-up for Chicago Family Health Center.

Forgot your username or password?

If you have forgotten your username or password for the patient portal, follow the link on www.nextmd.com that states “Need help with your user name and password?” This will prompt you through the process to regain access to your account. You will need to know the email address used to create your account and the answer to the forgot password question.