



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.

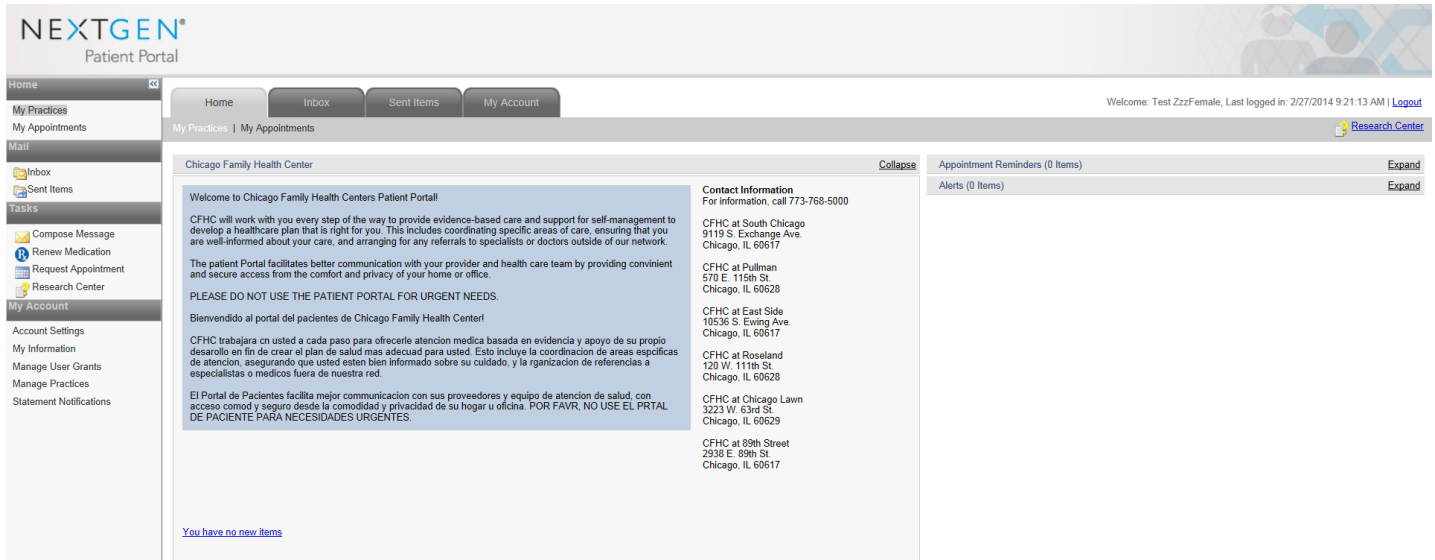
Enter the token from the enrollment form and your email address exactly as you gave it to the clinic and click Submit.

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

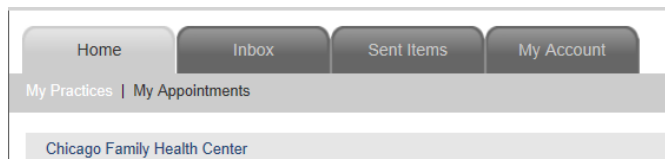
The Chicago Family Health Center home page displays.



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)

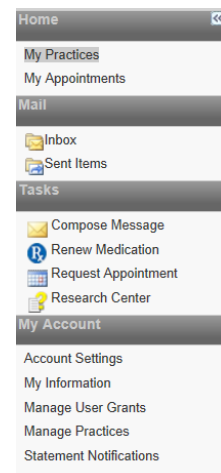
- Home- will return to the Welcome page. You are able to view appointment reminders and the current practices you are signed up with for the Patient Portal.
- Inbox- will allow you to view all items that you've received from the practice. You are also able to compose a message, renew a medication, request 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

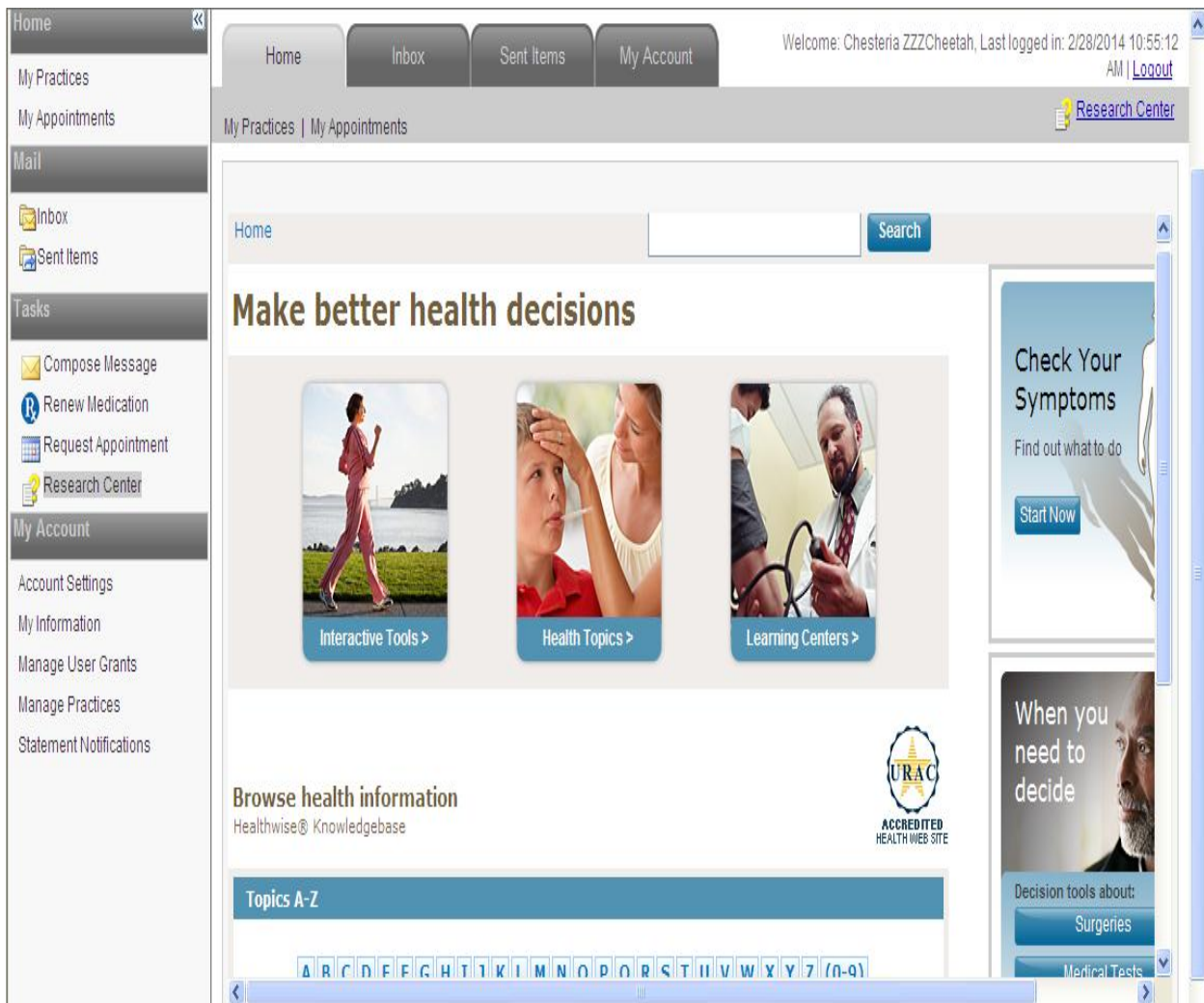
Type	To	From	Subject
Booked Appt.	Test ZzzFemale	Aduana, Glen	follow up
Pending Appt.	Test ZzzFemale	Aduana, Glen	fever
Booked Appt.	Test ZzzFemale	Aduana, Glen	fever
Booked Appt.	Test ZzzFemale	Aduana, Glen	follow up
Documents	Test ZzzFemale	Chicago Family Health Center	nurse_master
Documents	Test ZzzFemale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

- 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

Account Settings

User Name	Edit
Your User Name	ZzzFemaleTest
Password	Edit
Your Password	*****
Security Question	Edit
To identify you as the account owner	What is your mothers maiden name?
Forgot Password Question	Edit
To request a password reset	What is the city of birth?
Un-enroll from Patient Portal	Edit
Delete your Patient Portal account	

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

My Information

 The information on this screen is used by the portal only. The changes are not sent to the practice.

Test ZzzFemale 02/19/1991	Edit
Mailing Addresses	Add
120 W. 111th Street, Chicago IL 60628	Edit
E-mail Address	Add
michelle.hawn@osisonline.net	Edit
Phone	Add
(773) 768-5000	Edit

- 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.

Manage your practices

You are currently enrolled in the following practices :

Chicago Family Health Center	Un-enroll me from this practice
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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:

- 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.