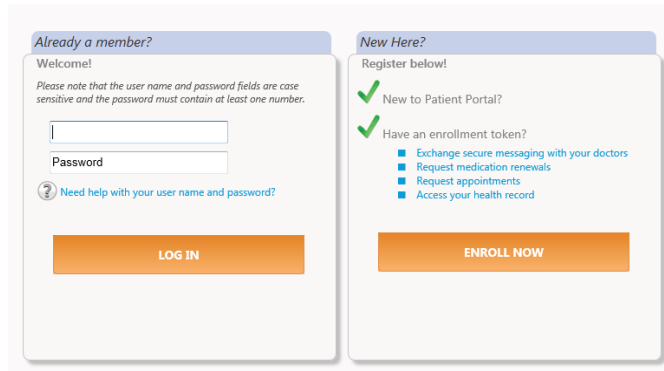


Patient Portal- Patient Guide

1. Patient Portal Login/Enrollment

- a. To enroll in the patient portal follow the link in the email that was sent by your providers office or go to <https://www.nextmd.com/ud2/Login/Login.aspx>
- b. If you already have an account, click Log In, otherwise click Enroll Now



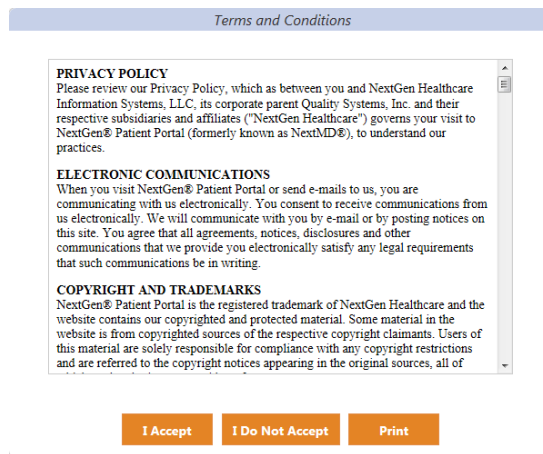
Already a member?
Welcome!
Please note that the user name and password fields are case sensitive and the password must contain at least one number.
[User Name Field]
Password [Password Field]
Need help with your user name and password?
LOG IN

New Here?
Register below!
New to Patient Portal?
Have an enrollment token?

- Exchange secure messaging with your doctors
- Request medication renewals
- Request appointments
- Access your health record

ENROLL NOW

- c. When you initiate your enrollment, you will need to accept the terms and conditions
 - i. Accept the Terms and Conditions



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

Patient Portal- Patient Guide

- ii. Enter the security token issued to you at your providers office along with your email address and date of birth.

Submit your enrollment validation

⚠ 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.

Please enter your security token, date of birth and your email address. Once security token, date of birth and email address have been validated, you will be able to create your Patient Portal account. Asterisk (*) denotes required field.

* Enter security token: [What is security token?](#)

* Enter date of birth:

* Enter email address:

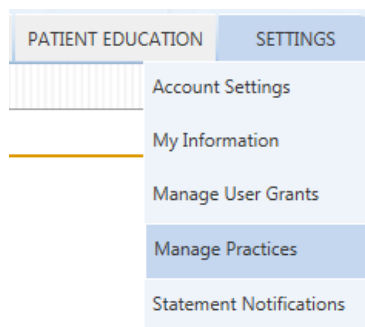
I do not have an email address

Submit
Cancel

Note: If using an email address it must match the email address you gave your provider's office when you registered for the portal. It can be changed within the portal after you enroll. If you opt to enroll without providing an email address, be sure to click the "I do not have an email address" box

- iii. Follow the instructions on the portal sight to complete your enrollment. You will set up your username and password as well as two security questions. One security question will be needed to login to the portal, and the other is to reset your password, if you should ever forget it.
- iv. If you have an existing portal with a practice outside of Covenant Health that also uses NextMD, you can link the accounts by doing the following:

1. Login to your existing NextMD account
2. Select the Settings tab and select Manage Practices



3. Under the Enroll in an additional practice section
 - a. Enter your security token, date of birth and email address (if you did not provide an email address to your provider's office, click the box next to "I do not have an email address and you will be prompted to enter your last name instead. Click Submit. This allows you to manage all of your practices in one account.

Patient Portal- Patient Guide

Enroll in an additional practice:

Please enter your security token, date of birth and your email address. Once security token, date of birth and email address have been validated, you will be able to create your Patient Portal account. Asterisk (*) denotes required field.

*Enter security token:

[What is security token?](#)

* Enter date of birth:

*Enter email address:

I do not have an email address

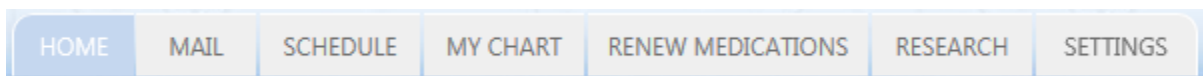
SUBMIT

2. Features available within the portal:

- a. On the home page, you can view your Practice information, Welcome message, Inbox, Upcoming Appointments, and Reminders.

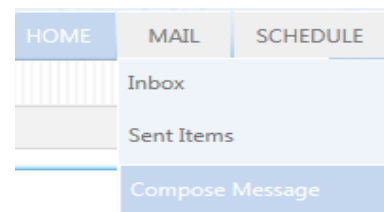
The screenshot shows the Patient Portal home page for user Bae Covtest. At the top, there are navigation tabs: HOME, MAIL, SCHEDULE, MY CHART, RENEW MEDICATIONS, RESEARCH, and SETTINGS. Below the tabs, a welcome message reads "Welcome Bae Covtest!" and "Patient Portal Dashboard". The main content area is divided into three sections: "Practice Information" (with a list of providers including COVENANT MEDICAL GROUP), "Inbox" (with a "Compose an Email" link), "Upcoming Appointments" (with a "Schedule an Appointment" link), and "Reminders" (with a "Reminders" link).

- b. Utilize the tabs to send messages to your provider, renew medications, research medical topics, or adjust your portal settings.



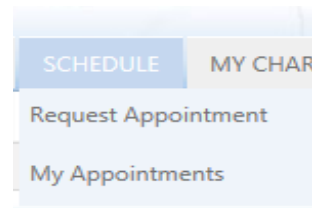
- i. The Mail tab allows you to:

1. View your inbox
2. View your sent items
3. Compose a new message to your provider

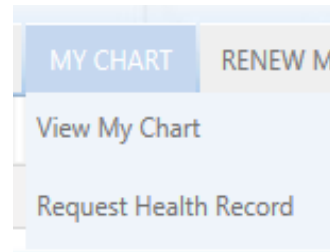


Patient Portal- Patient Guide

- ii. The Schedule tab allows you to :
 1. Request an appointment
 2. View your appointments



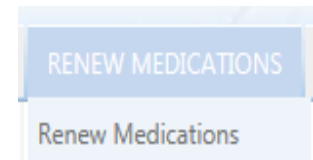
- iii. The My Chart tab allows you to:
 1. View your chart
 2. Request your Health Record



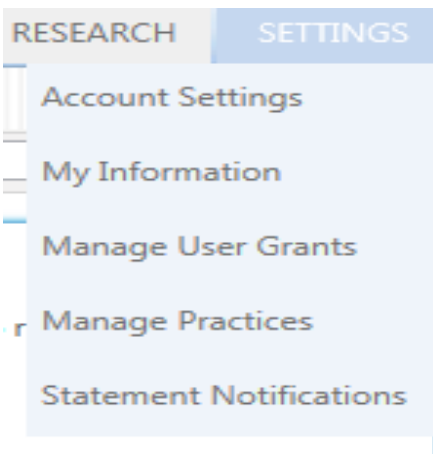
Note: You must request your health record before you can view your chart. Your health record will include labs results. After you request it once, it will automatically update.

- iv. The Renew Medications tab allows you to
 1. Request a renewal of any of your active medications

(Note: Narcotics cannot be refilled via the portal)



- v. The Research tab allows you to:
 1. Search the site for health related issues. (Note: If the research language is defaulting to Spanish, go to your settings and change the default language from English to Spanish, and back to English. This will resolve this issue.
- vi. The Settings tab allows you to:
 1. Control your personal settings with the portal

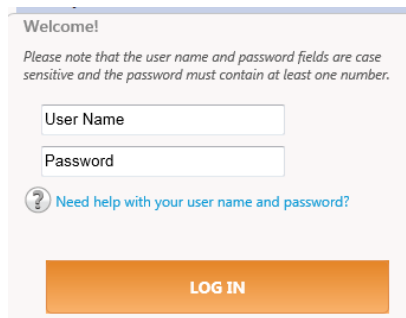


- a. Account Settings - allow you to update your password, security questions, etc.
- b. My Information – allows you to update your address, phone number (this does not update your information at your provider’s office). You can also use this section to add/update your email address, or even set your portal messages to go to your phone in the form of a text message.
- c. Manage user grants- allows you to manage the rights of any care managers on your account
- d. Manage practices- allows you to manage/add multiple practices
- e. Statement notifications- this feature is not currently being utilized

Patient Portal- Patient Guide

3. Additional Tips

- a. If you lock yourself out of your account (try the wrong password to many times) it will reset itself in 30 minutes, and you can try to log in again.
- b. If you forget your password, you can reset it yourself by clicking the Need help with your user name and password link on the Log In screen. Then follow the prompts on the screen. You will not need a new security token, unless you forget your security question. If you forget your security question, you will need to contact your provider's office to obtain a new security token. Once they issue you a new token, you will be emailed a link. Follow the link to use the new token to reset your password.



Welcome!

Please note that the user name and password fields are case sensitive and the password must contain at least one number.

User Name

Password

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

LOG IN

- c. There is a patient's user guide link located at the bottom right of the screen, as well as a having trouble link that includes some FAQ, and other helpful tips.

