LOCATIONS

Holyoke Health Center: 230 Maple Street;
Holyoke, MA 01040
(413) 420-2200; (413) 534-9472 TTY

Chicopee Health Center: 505 Front Street;
Chicopee, MA 01013
(413) 420-2222; (413) 534-9472 TTY

Holyoke Soldiers’ Home Dental Clinic: 110 Cherry Street;
Holyoke, MA 01040
(413) 420-6270

Chicopee Dental Clinic: 601 Memorial Drive;
Chicopee, MA 01020
(413) 420-6280

Western Mass Hospital Dental Clinic: 91 East Mountain Road
Westfield, MA 01085
(413) 420-6260

www.hhcinc.org

PATIENT PORTAL GUIDE

YOUR HEALTH AT YOUR FINGERTIPS

230 Maple Street; Holyoke, MA 01040
505 Front Street; Chicopee, MA 01020
www.hhcinc.org
(413) 420-2200 phone (413) 420-2280 fax
Welcome to the Patient Portal!

The Patient Portal provides you electronic access to:

- View a summary of your health record
- Review your test results
- Exchange secure messages with HHC Staff
- Request appointments *
- Request medication refills *
- Pay your bills *

To access the Patient Portal

Log onto: www.nextmd.com

or follow the link to the Patient Portal on our website www.hhcinc.org.

The Patient Portal is not intended for use in emergencies! If you require urgent medical care, call 911.

*Not all features may be available at the time of enrollment.

Patient Portal Benefits

Can I enroll without a token?
No! Please contact our office for an enrollment token. If you lose or misplace your token prior to creating your account, call us to obtain a new one.

What should I do if I forget my password/username?
Through the Portal login page, click on “Need help with your username and password”. Fill in the information required and submit. An email will be sent to you with the link and information on how to reset your password or username.

Can I sign up my child?
Yes! You must sign a separate consent and receive a separate token for each child. You will have limited access to your child's portal until they turn 12 years of age. We do not provide portal access for children from 12-17 years of age. At age 18 they will be required to sign up and access their own portal.

Why can’t I open the documents sent from my provider?
Many documents are in Adobe Acrobat format. Be sure you have the latest Adobe Acrobat version installed on your computer.

Can I use the Patient Portal on my mobile device?
Yes! There is no special app. You just need to open your browser and go to www.nextmd.com.

If I request an appointment, should I assume that it's booked?
No! Appointment requests are inquiries only. If you do not receive a call or email back, please verify the appointment with the office before coming.

Guidelines Continued:

- By signing the consent you hereby agree to not hold Holyoke Health Center, Inc. liable for any technical or administrative failures and unauthorized disclosures and you personally accept the risks and responsibility that come with the use of the portal.
- Holyoke Health Center, Inc. reserves the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered through the patient portal.
GUIDELINES FOR PATIENT PORTAL USE

- Advise us of any changes in your email address.
- Do not use secure messaging to communicate if there is an emergency—call 911.
- Messages from you to any staff should be through this portal or they are not secure.
- All Portal messages will be answered within 2-3 business days either by secure messaging or via telephone call.
- All communication will be included in your patient record.
- We do not refill controlled substances through this site—please contact your pharmacy.
- Medication refills will be filled according to our regular clinic policy, please make sure we have your correct pharmacy information.
- Do not give anyone access to your user name or password. The portal can contain highly sensitive and confidential information regarding your health care.
- If you feel that someone may have gotten hold of your username and password, login to the Patient Portal to change it immediately.
- Access to the Patient Portal will not be given to patients between the ages of 12-17 for privacy reasons.
- All parental and or guardian access to the portal for children 12-17 years of age will be suspended until the patient turns 18 and can enroll for the Patient Portal on their own.
- A signed Patient Portal Consent Form is required prior to accessing the Patient Portal.
- A signed consent signifies that you have read through these guidelines along with the NextGen Privacy Policy.

ENROLLMENT

HOW TO ENROLL:

In order to enroll, you must provide us with your email address. If you do not have one you can obtain a free email address through the following services:

- Gmail: mail.google.com
- Hotmail: mail.live.com
- Yahoo: mail.yahoo.com

Once you have established an email address, please provide this information to the Health Center to proceed with your enrollment.

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

ENROLLMENT CONTINUED:
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.

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

EXAMPLE

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

You can now view your Patient Portal information. It is very important that you make sure to log off when you are complete.