

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

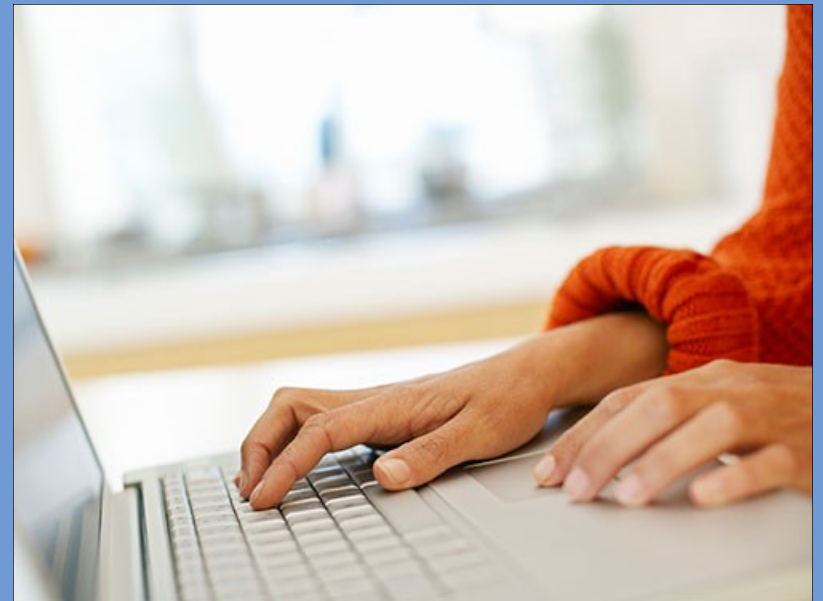
www.hhcinc.org



Building healthy communities

HOLYOKE HEALTH

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

PATIENT PORTAL BENEFITS

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.

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.

FREQUENTLY ASKED QUESTIONS

Can I enroll with out 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 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 a 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**.

The screenshot shows the NextGen Patient Portal login and enrollment interface. At the top, it says "NEXTGEN Patient Portal". Below that, there's a welcome message: "Welcome to Patient Portal, your medical home on the Web. With Patient Portal, you can connect with your doctor through a convenient, safe, and secure environment." There's a language dropdown menu set to "English". A red notification says "You have successfully logged out of Patient Portal." Below this, there are two main sections: "Already a member?" and "New Here?". The "Already a member?" section has a "Welcome!" message, a note about case-sensitive usernames and passwords, input fields for username and password, a "Need help with your user name and password?" link, and a "LOG IN" button. The "New Here?" section has a "Register below!" message, a "New to Patient Portal?" checkbox (checked), a "Have an enrollment token?" checkbox (checked), a list of benefits (Exchange secure messaging with your doctors, Request medication renewals, Request appointments, Access your health record), and an "ENROLL NOW" button. At the bottom, there's a link "I am not receiving email notifications" and a security disclaimer: "Your security is important. We use technology to encrypt, safeguard, and secure your personal information. Please view our Privacy Policy for more information."

ENROLLMENT, CONT.

ENROLLMENT CONTINUED:

Read the Terms and Conditions and click: **I Accept to continue.**

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

I Accept **I Do Not Accept** **Print**

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

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 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 able to create your NextGen Patient Portal account. 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:

Submit **Cancel**

ENROLLMENT CONTINUED:

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

Create enrollment credentials

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.

1 Create your username and password
Enter a user name and password you want to use when you login to NextMD. Asterisk (*) denotes required field.

* User name:
User name must be between 6 – 20 characters and is case sensitive.

* Password:
Password must be between 6 – 20 characters and contain at least one number and is case sensitive.

Password Strength:

* Retype password:

2 Create your login security authorization
Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (*) denotes required field.

* Select a question:

* Enter your answer:

* Retype your answer:

3 Create your password recovery credentials
Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (*) denotes required field.

* Create a question:

* Enter your answer:

* Retype your answer:

Submit **Cancel**

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

NextGen Patient Portal

Welcome Karen ZZheist
Patient Portal Dashboard | Karen M. ZZheist

Inbox
Compose an Email
Community Health And Dental Care 8/13/2014 Karen M. ZZheist's RL: test
Community Health And Dental Care 8/13/2014 Karen M. ZZheist's telephone communication
Community Health And Dental Care 8/13/2014 Karen M. ZZheist's

Upcoming Appointments
There are no upcoming appointments

Reminders
There are no reminders

Lab Results
No Labs Data found

Medications

Patient:	Medication Name:	Dosage:	Prescribed By:
Karen M. ZZheist	AMOXICILLIN	500 MG	Community Health And... Edit
Karen M. ZZheist	AMOXICILLIN	500 MG	Community Health And... Edit
Karen M. ZZheist	TYLENOL-ACETAMINOPHEN	325 MG	Community Health And... Edit
Karen M. ZZheist	FLEXERIL-CYCLOBENZAPRIN...	10 MG	Community Health And... Edit

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