



Patient Portal: Quick Reference Guide

Portal Login: First Time	1
Congratulations! Welcome to the Portal!	5
How to send a message.....	6
How to check your portal messages	7
How to schedule a Real Time appointment (<i>Primary Care</i>).....	8
How to request an appointment (<i>Specialist</i>)	10
How to request and view your personal health record	11
How to renew your medication	12
How to view Patient Education Resources	13
How to pay your Statement online	14
How to change NextMD Patient Portal default language	15
How to add another practice/clinic that also uses NextMD Patient Portal	16

Portal Login: First Time

The practice has provided you with a “*Welcome to NextMD Letter*”!

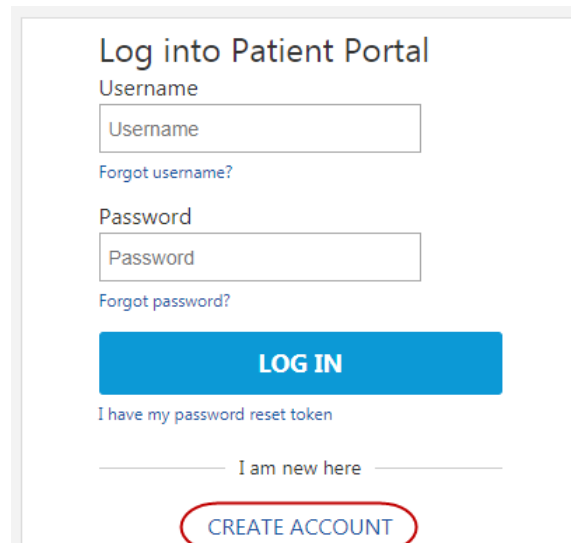


You have been enrolled in NextMD.

Your enrollment token is: **111-11-111**. To protect the privacy of your medical information this token should be kept secret. You will be required to enter this token to complete your enrollment. Once the enrollment process is complete, you will no longer need it. You must complete the online enrollment process within 30 days or your enrollment token will expire.

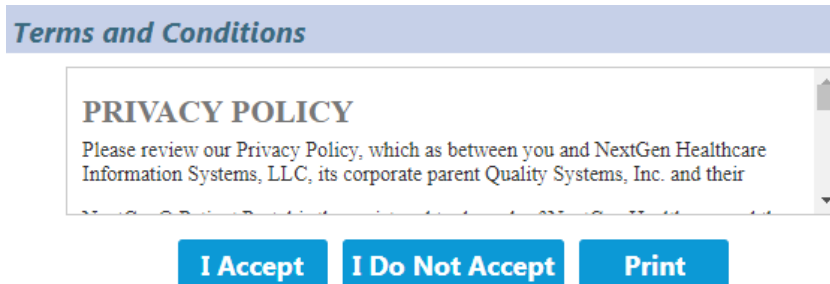
Patient Portal Home Page

- Navigate to the patient portal website <http://www.nextmd.com>
- Click “**CREATE ACCOUNT**” to create username and password

A login form titled "Log into Patient Portal". It contains fields for "Username" and "Password", each with a "Forgot" link below it. A blue "LOG IN" button is present, along with a link "I have my password reset token". At the bottom, there is a link "I am new here" and a red-outlined "CREATE ACCOUNT" button.

Terms and Conditions Screen

- Review the Terms and Conditions, and if approved then click “**I Accept**”.

A screen titled "Terms and Conditions" with a "PRIVACY POLICY" section. The policy text is partially visible. At the bottom, there are three buttons: "I Accept", "I Do Not Accept", and "Print".

New to Patient Portal Screen

- Select *I have an enrollment token*

New to Patient Portal

This is your first step in the enrollment process. Please select the option that applies to you.

I have an enrollment token

I have a temporary username and password

Token Details

- Enter the *Token number* from the Welcome to NextMD Letter provided by your medical office.
- Enter your *date of birth*.
- Enter your *last name*.
- Enter your *email address or select* “I do not wish to provide an email address”.
- Click *Next*.

Enter token details

Please enter the following information to verify your identity.

* Token number

+ What is a security token?

* Date of birth

mm/dd/yyyy

* Last name

* Email address

☐ I do not wish to provide an email address

NEXT

CANCEL

Account Options

- Select *Sign up for a new account*

Welcome

Sign up for a new account

Add to an existing account

Account Credentials

- Create your *Username*
- Create your *Password*
 - Follow Password requirements
- *Confirm Password*
- Click *Next*

Set up account

* Username

× Use 6-50 characters

* Password

× Use 8 or more characters

× Use upper and lower case letters (e.g. Ba)

× Use a number (e.g. 1234)

× Use a [special character](#) (e.g. \$^%)

× Avoid including commonly used passwords (e.g. 'password')

* Confirm Password

NEXT

CANCEL

Security Questions

- Create five (5) unique security questions/answers.
- Click [Submit](#).

Set up security questions

Please select five unique security questions, then enter your answer for each.

* Security question 1

* Answer 1

* Security question 5

* Answer 5

SUBMIT

CANCEL

Google Authenticator (**Optional Feature)

- Either select [I am not interested](#) or [Get Started](#).
 - If you select [Get Started](#), follow the prompts provided by Google Authenticator.

Protect your account with Google Authenticator

Each time you sign in to your Patient Portal account, you'll need your password and verification code.



Make your account more secure

Each time you log in, a unique verification code will be sent to your phone through the Google Authenticator app. Enter this code after your password for an extra layer of security.

Get started

[I am not interested](#)

Successfully Updated

- Click [Continue](#).

Successfully Updated

You have successfully updated your Patient Portal login information.

Please click on the continue button to access your account.

Continue

Congratulations! Welcome to the Portal!

From your Welcome screen you can view and access your Inbox, Upcoming Appointments, Reminders, Lab Results, Medications and much more.

PatientPortal

HOMEMAILSCHEDULEMY CHARTSTATEMENTSRENEW MEDICATIONSPATIENT EDUCATION

Welcome Gia Zztest (+2)! Last logged in: 1/9/2018, 5:02 PM Patient Education

SEARCH

(Patient Portal Dashboard)

CalvertHealth Medical Group

CalvertHealth Medical Group

CalvertHealth Medical Group
Technical Support Phone - 410-535-8739

View Profile Page

Welcome to CalvertHealth Medical Group's Patient Portal.

Inbox

Compose an Email

CalvertHealth Medical Group
12/07/2017 TestSG V. Zztest's Personal H

Upcoming Appointments

Schedule an Appointment

CalvertHealth Medical Group
Your appointment with Deborah Davis CRNP is coming up on
01/10/2018 at 8:00 AM

Reschedule | Cancel

Reminders

There are no reminders

Results

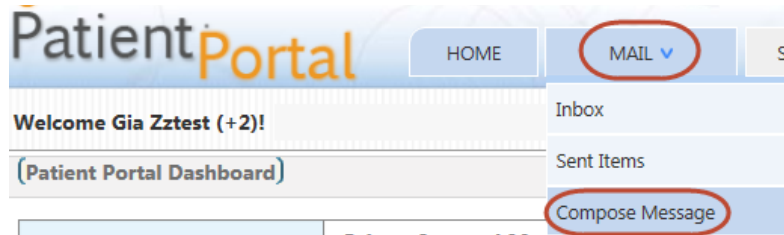
Patient	Test Panel Name	Ordered by	Performed date	
TestSG V. Zzt...	AMYLASE, SERUM	CalvertHealth M...	10/30/20...	View Results
TestSG V. Zzt...	CBC(H-H,RBC,INDICES,WBC,PLT)	CalvertHealth M...	10/29/20...	View Results

Medications

Patient	Medication Name	Dosage	Status	Prescribed By
Gia Zztest	LISINOPRIL	2.5 MG		CalvertHealth Mei
Gia Zztest	METFORMIN HCL	500 MG		CalvertHealth Mei

How to send a message

- In the top bar, choose the **Mail** tab then click **Compose Message**.



- Start writing your message.
 - Category:
 - Ask a Billing Question
 - Ask about Test Results
 - Ask the Clinical Staff a Question
 - Ask the Front Desk a Question
 - Request a Referral
 - Request Medical Records
- Click **Submit**.
 - All fields need to be completed before submitting.

Compose Message

1) Select Practice and Patient

*Practice: ▼

*Send on behalf of: ▼

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: ▼

*To: ▼

* Subject:

* Message:

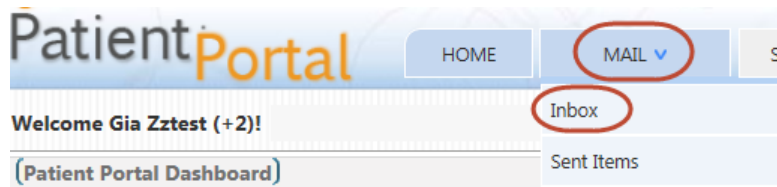
 *Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911) or call your nearest hospital.*

Emails will be answered within 2 business days (Monday - Friday).


SUBMIT

How to check your portal messages

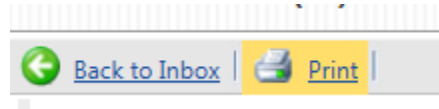
- In the top bar, choose the **Mail** tab then click **Inbox**.



- Similar to email, **Left Click** to open the message.

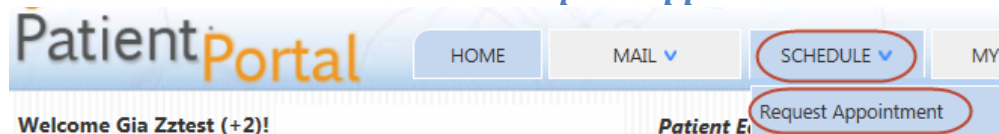
Practice: All To: All Type: Documents						
<input type="checkbox"/>	Type	To	From	Subject	Practice	Received
<input type="checkbox"/>	 Documents	Gia Zztest	CalvertHealth Medical Group	Lab Results	CalvertHealth Medical Group	11/1/2017

- To Print: Select the print icon.
- To Go Back to Inbox: Select Back to Inbox icon.



How to schedule a Real Time appointment (*Primary Care*)

- In the top bar, choose the *Schedule* tab then click *Request Appointment*.



Enter Request

- Complete the Appointment Request then click *Search*.

1. ENTER REQUEST

2. SELECT APPOINTMENT

1) Select Your Medical Practice

Please select the medical practice for that appointment.

*Practice: CalvertHealth Medical Group

*Patient: Self

2) Select Provider and Location

Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk

*Select provider/group: Katkhouda CRNP, Sarah

*Select category: Office Visit

*Select location: CalvertHealth Primary Care Twin Bear

[Address](#)

Please bring your ID, insurance card, copay, and a bag with all your current medications to your appointment. ** If you have not been seen in 3 or more years please schedule a New Patient appointment to re-establish care. **

3) Search Appointment

Your provider has real time booking enabled for the selected category and location. Please fill in all required fields and click the

*Reason for appointment: 3 Month Follow Up

*Priority: Normal

*Make appointment for: Next Month

*Start date: 10/01/2019

*End date: 10/31/2019

*Preferred date/time: 9:00 AM to 3:00 PM

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

!

Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911) or call your nearest hospital.

Appointment Requests will be answered within 1 business day. If you need an appointment within 24 hours, please call the office.

Search

- Red asterisks (*) are required fields.

Patient Portal: Quick Guide

Page 8

Select Appointment

- Select preferred Appointment (by left clicking on the white open circle) then click **Book Appointment**.

Appointment Request

1. ENTER REQUEST

2. SELECT APPOINTMENT

3. VIEW DETAILS

Results will show the first few available appointments. If you do not agree with any of the dates and times please click on the 'enter request' link to return to the se

Please click on the corresponding radio button next to the appointment date and time you prefer. Appointment selection should be made as soon as possible to e

Please bring your ID, insurance card, copay, and a bag with all your current medications to your appointment. ** If you have not been seen in 3 or more years

Provider/Group	Location	Date
<input type="radio"/> Sarah Katkhouda CRNP	8924 Chesapeake Avenue North Beach MD 207144050	10/1/2019 11:00 A.M.
<input type="radio"/> Sarah Katkhouda CRNP	8924 Chesapeake Avenue North Beach MD 207144050	10/1/2019 1:00 P.M.
<input checked="" type="radio"/> Sarah Katkhouda CRNP	8924 Chesapeake Avenue North Beach MD 207144050	10/1/2019 1:30 P.M.
<input type="radio"/> Sarah Katkhouda CRNP	8924 Chesapeake Avenue North Beach MD 207144050	10/1/2019 2:30 P.M.
<input type="radio"/> Sarah Katkhouda CRNP	8924 Chesapeake Avenue North Beach MD 207144050	10/2/2019 9:00 A.M.

[Load more >>](#)

Book Appointment

View Details

- Your appointment is booked. Provided is a summary of your Appointment and Practice Instructions.

Appointment Request

1. ENTER REQUEST

2. SELECT APPOINTMENT

3. VIEW DETAILS

Your appointment is booked

You can find all of your appointments by clicking on the My Appointments link.

[Make another appointment](#) [Print for your records](#)

Patient: Zztest, Gia

Date: 10/1/2019 1:30:00 PM

Provider: Katkhouda CRNP, Sarah

Location: CalvertHealth Primary Care Twin Beaches
8924 Chesapeake Avenue
North Beach
MD,207144050

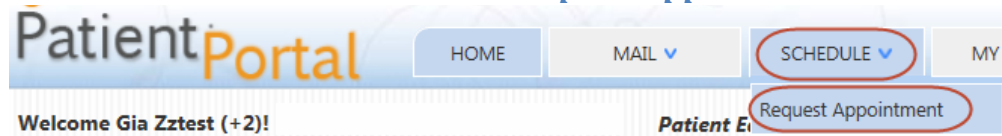
Phone number: (410) 257-7279

Type: Office Visit

Instructions:
Please bring your ID, insurance card, copay, and a bag with all your current medications to your appointment. ** If you have not been seen in 3 or more years please schedule a New Patient appointment to re-establish care. **

How to request an appointment (*Specialist*)

- In the top bar, choose the *Schedule* tab then click *Request Appointment*.



- Complete the Appointment Request then click *Submit*.

1. ENTER REQUEST

2. SELECT APPOINTMENT

1) Select Your Medical Practice

Please select the medical practice for that appointment.

*Practice:

CalvertHealth Medical Group

*Patient:

Self

2) Select Provider and Location

Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk ()

*Select provider/group:

_General Surgery

*Select category:

Follow Up_

*Select location:

CalvertHealth General Surgery

[Address](#)

? Please arrive fifteen (15) minutes early to allow enough time to complete paperwork and bring the following items with you: * Driver's License; * Insurance Card (s); * Copay; and * Discharge paperwork. Thank you, CalvertHealth General Surgery

3) Submit Request

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

*Reason for appointment:

Follow-up

*Priority:

Normal

*Make appointment for:

This Week

*Start date:

09/23/2019

End date:

09/29/2019


*Preferred date/time:

9:00 AM

to

4:00 PM

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

 *Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911) or call your nearest hospital.*

Appointment Requests will be answered within 1 business day. If you need an appointment within 24 hours, please call the office.

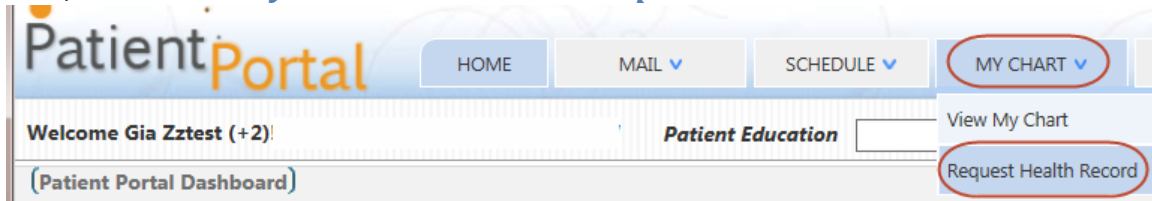
Submit

- You will receive an email confirmation in Patient Portal when you request is approved.

How to request and view your personal health record

Important: You must request your health records before you can view them in My Chart.

- In the top bar, choose the **My Chart** tab then click **Request Health Record**.



- Confirm Practice and Patient then click **Submit**.

Request Personal Health Record

1) Select Practice and Patient

Please select the medical practice and the person on which behalf the request will be sent to the practice.

*Practice: CalvertHealth Medical Group

*Patient: Self

DISCLAIMER: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Prescription refill request(s) will be addressed within 24 hours.

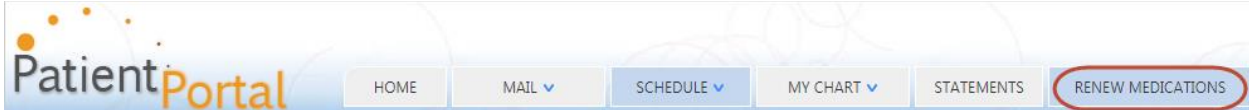
SUBMIT

- In the top bar, choose the **My Chart** tab then click **View My Chart**.



How to renew your medication

- In the top bar, choose the [Renew Medications](#) tab.



- Select desired active medication(s), pharmacy and renewal information.
 - To select an active medication, Left Click next to the medication name then click Select.
 - To select a pharmacy, type in the Pharmacy then click Search.
- Click [Submit](#).

Renew Medications

1) Select Your Medical Practice

Select the medical practice that prescribed the medication you wish to renew.

*Practice: CalvertHealth Medical Group ▼
*Patient: Self ▼

2) Select Medications

Select the medication you wish to renew.

Selected Medication(s):
ESTRADIOL 90 * 0.5 MG TABLET 5/1/2015 - No End Date
[Select different medications](#) [Print Medications](#)

3) Select Pharmacy


Select the pharmacy you wish to handle the refill.

Selected Pharmacy:
Pharmacy Name: Safeway Prince Frederick
Address: Dares Beach Road
Prince Frederick, MD 20678
Phone Number: (410) 414-7404
Fax Number: (410) 414-7408
[Select different pharmacy](#)

4) Submit Renewal

Select Reason and Provider for this medication refill.

*Reason: Renewal of Ongoing Medications ▼
*Send to: Bennett Clinical Staff ▼
Comments:
Maximum length: 500 characters

 *Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911) or call your nearest hospital.

** CHMG Policy: Please allow 2 business days (Monday - Friday) for non-controlled medications to be refilled. Please allow 4 business days (Monday - Friday) for controlled substances to be refilled. New medication request will not be filled through the patient portal. **

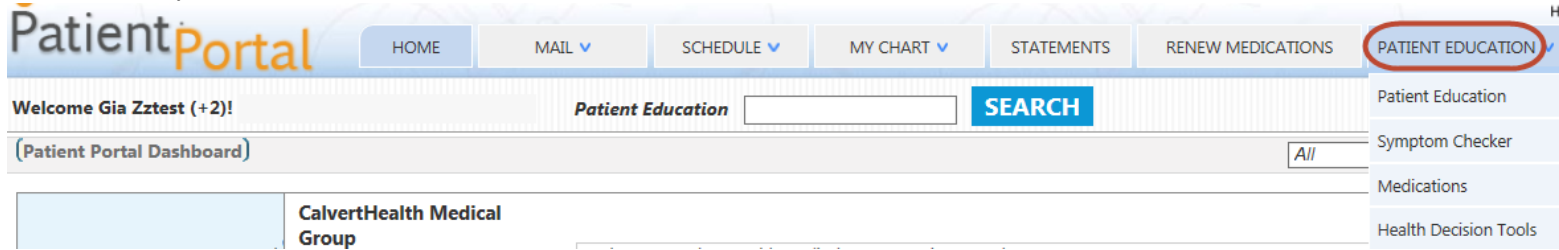
[SUBMIT](#)

- Red asterisks (*) are required fields.

How to view Patient Education Resources

Important: The information obtained in this link does not replace the advice of a medical provider.

- In the top bar, choose the *Patient Education* tab.



- Available options are:
 - Patient Education
 - Symptom Checker
 - Medications
 - Health Decision Tool

The Patient Education tab provides the patient with access to educational material including Symptom Checker and Health Decision Tools provided by Healthwise Health Information Knowledgebase.

How to pay your Statement online

- In the top bar, choose the **Statements** tab.



- Click **Pay Now**.

The image shows the 'Statements' section of the Patient Portal. It includes a disclaimer, the CalvertHealth Medical Group logo, and a summary for 'TestSG V. Zztest, as of 1/22/2015 9:31:06 PM'. Below this, there are links for 'View Last Statement', 'View Statement History', and 'View Online Payments'. The 'Last Statement Balance' is listed as \$101.53. A 'PAY NOW' button is circled in red.

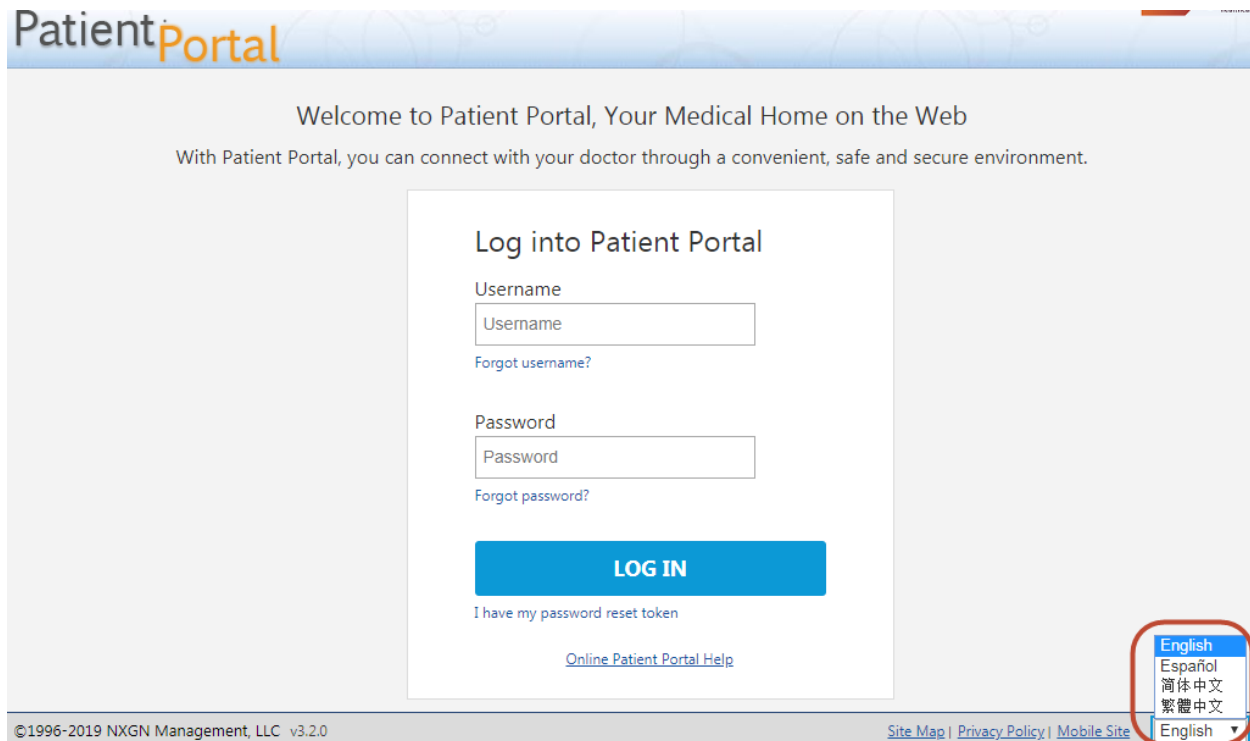
- Complete the Make a Payment section then click **Submit**.

The image shows the 'Make a Payment' section of the Patient Portal. It includes instructions to select a payment method and fill in required information. The payment method is set to 'VISA'. The payment amount is 'Pay Total Due: USD \$101.53'. The cardholder's name is 'Gia Zztest'. The credit card number and expiration date are entered. The billing address is '123 Italian Way, Lusby, MD 20657'. A warning message at the bottom states: 'This is an electronic copy of your statement. A paper copy has also been mailed to you. Please contact our Billing Department Monday-Friday 8am-4pm at 410-414-4555 if you have any questions.' The 'SUBMIT' button is circled in red.

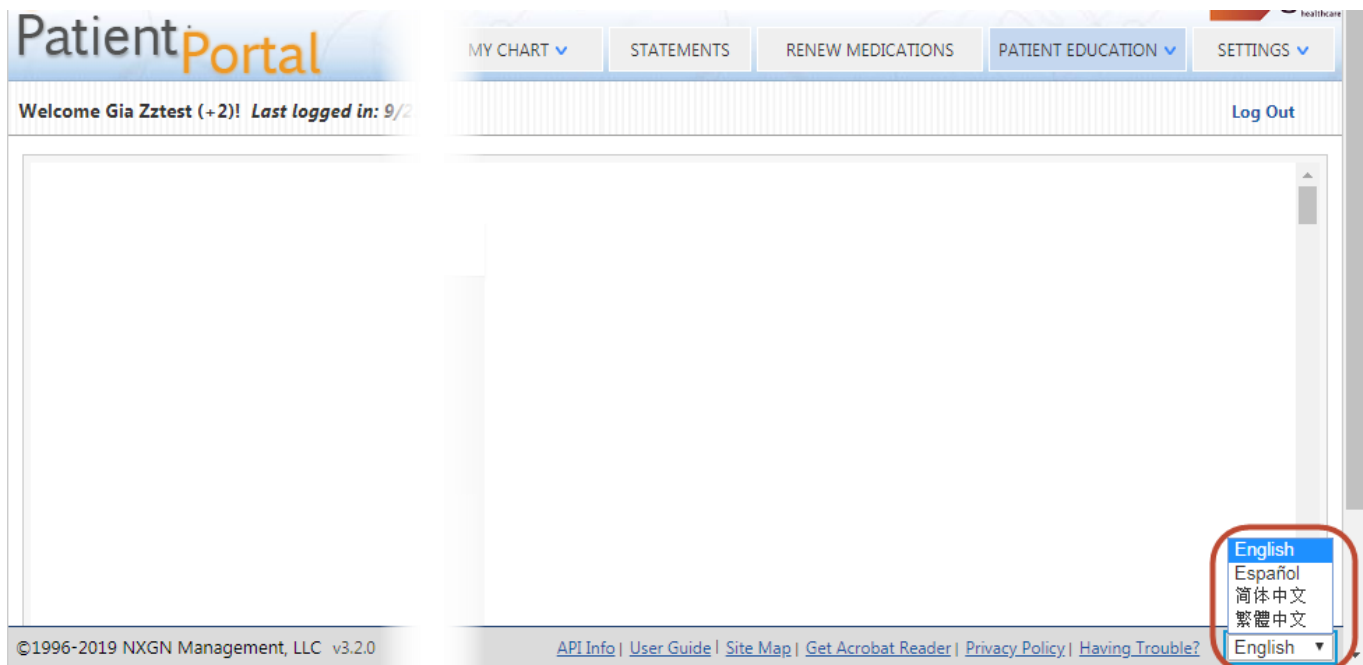
How to change NextMD Patient Portal default language

- In the bottom-right corner of the NextMD Patient Portal, select preferred language from the available options.

Before logging in – NextMD Homepage



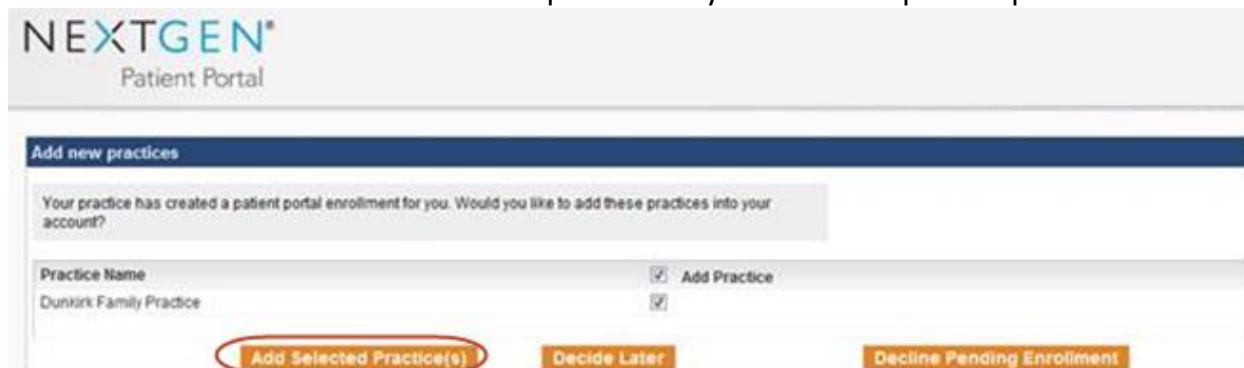
After logging into NextMD Patient Portal



How to add another practice/clinic that also uses NextMD Patient Portal

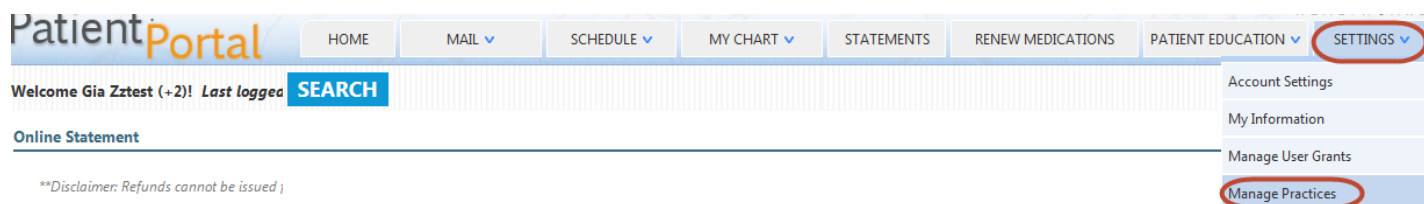
After you sign up for NextMD with another participating practice, you will automatically receive an “Add new practices” pop-up upon logging into NextMD.

- Click Add Selected Practice to add the practice to your NextMD patient portal.



In the event you close the pop-up

- In the top bar, choose the [Settings](#) tab then click [Manage Practices](#).



- Complete the “Enroll in an additional practice” section with the Security Token provided by your practice, then click [Submit](#).

Examples of local practices that currently utilize NextMD Patient Portal:

- CalvertHealth Medical Group
- Dunkirk Family Practice
- Center for Vein Restoration
- Calvert Internal Medicine (Prior to 09/2018)
- Shah Associates
- Capital Women’s Care
- Maryland Eye Associates