

Welcome to the BCHP  
**Patient Portal!**



You're about to find out just how **easy** it can be **to communicate** with your healthcare provider, **take control** of your medical information, and more. Using this quick reference guide, **find out how simple it is** to start using the Portal. If you have questions about the Portal, please contact your provider's office.

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# HOW TO ENROLL WITH A TOKEN PROVIDED BY BCHP

Navigate to the NextGen<sup>®</sup> Patient Portal website. <https://www.nextmd.com>

Click the “I AM NEW HERE” button to get started.

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.

English

**Already a member?**

**Welcome!**

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

Username  
Username

Password  
Password

Need help with your username and password?

LOGIN

**I am new here**

- Have you been provided an enrollment token?
- Do you have a temporary username and password?

I AM NEW HERE

[I am not receiving email notifications](#)

Your security is important. We use technology to encrypt, safeguard, and secure your personal information. Please view our [Privacy Policy](#) for more information

Click “I ACCEPT” to agree to 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<sup>®</sup> Patient Portal (formerly known as NextMD<sup>®</sup>), to understand our practices.

**ELECTRONIC COMMUNICATIONS**  
When you visit NextGen<sup>®</sup> 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<sup>®</sup> 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

I ACCEPT I DO NOT ACCEPT PRINT

Click “I was given an enrollment token” and then click “Next”

**PatientPortal** **NEXTGEN HEALTHCARE**

*New to Patient Portal?*

*This is your first step to the enrollment process.*

*Please select the option that applies to you and provide the required information.*

I was given an enrollment token

I have a temporary username and password

**NEXT** **CANCEL**

**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.

**PatientPortal** **NEXTGEN HEALTHCARE**

*New to Patient Portal?*

*This is your first step to the enrollment process.*

*Please select the option that applies to you and provide the required information.*

I was given an enrollment token

\* Enrollment token:

[What is security token?](#)

\* Date of birth (mm/dd/yyyy):

\* Email address:

I do not have an email address

I have a temporary username and password

**NEXT** **CANCEL**

**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.

Note: Date of Birth and Email Address correspond to the person/patient the token was issued under.



# USERNAME AND PASSWORD

Create your username, password, and security question. Click “**Submit.**” Once you’ve completed enrollment, you will receive an email welcoming you to the BCHP Patient Portal.

*Create enrollment credentials*

**Create your username** \_\_\_\_\_  
Enter a username you want to use when you login. Asterisk (\*) denotes required field.

\* Username:   
Username must be between 6-50 characters which may be a combination of letters, numbers and [special characters](#) and is case sensitive.

**Create your password** \_\_\_\_\_  
Enter a password you want to use when you login. Asterisk (\*) denotes required field.

\* Password:   
Password must be between 8-50 characters with no spaces, must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

\* Retype password:

**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:

**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:

 **FRAUD WARNING**

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# PORTAL LOGIN

Type in your User Name and password previously created and click “LOG IN”.

English ▾

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.

You have successfully logged out of Patient Portal.

**Already a member?**

**Welcome!**

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

Username  
Username

Password  
Password

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

**LOG IN**

**I am new here**

- Have you been provided an enrollment token?
- Do you have a temporary username and password?

**I AM NEW HERE**

[I am not receiving email notifications](#)

Your security is important. We use technology to encrypt, safeguard, and secure your personal information. Please view our [Privacy Policy](#) for more information

Answer your security question and click “SUBMIT”

**Answer Your Security Question**

**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.

What is your favorite color? ..... [ ]

**SUBMIT**

# CONGRATULATIONS! YOU'RE IN THE PORTAL

From your welcome screen, you can see and access your inbox, medications and more.

The screenshot displays the Patient Portal interface. At the top, there is a navigation bar with the 'Patient Portal' logo on the left and 'NEXTGEN HEALTHCARE' on the right. Below the navigation bar, a search bar and user information are visible. The main content area is divided into several sections:

- Practice Information:** A section titled 'Practice Information' with a 'View Profile Page' link. It contains a sub-section for 'Boston Children's Health Physicians' and a disclaimer about data security.
- Inbox:** A section titled 'Inbox' with a 'Compose an Email' link. It shows a list of messages from 'Boston Children's Health Physicians'.
- Upcoming Appointments:** A section titled 'Upcoming Appointments' with a clock icon. It contains the text: 'For appointment information, please contact your physician's office.'
- Reminders:** A section titled 'Reminders' with a checkmark icon. It contains the text: 'There are no reminders.'
- Medications:** A section titled 'Medications' with a 'My Medications Portal' link.

At the bottom of the screenshot, there is a table with the following columns: 'Referral', 'Referral Name', 'Ordered by', and 'Request date'. The table contains one row with the following data:

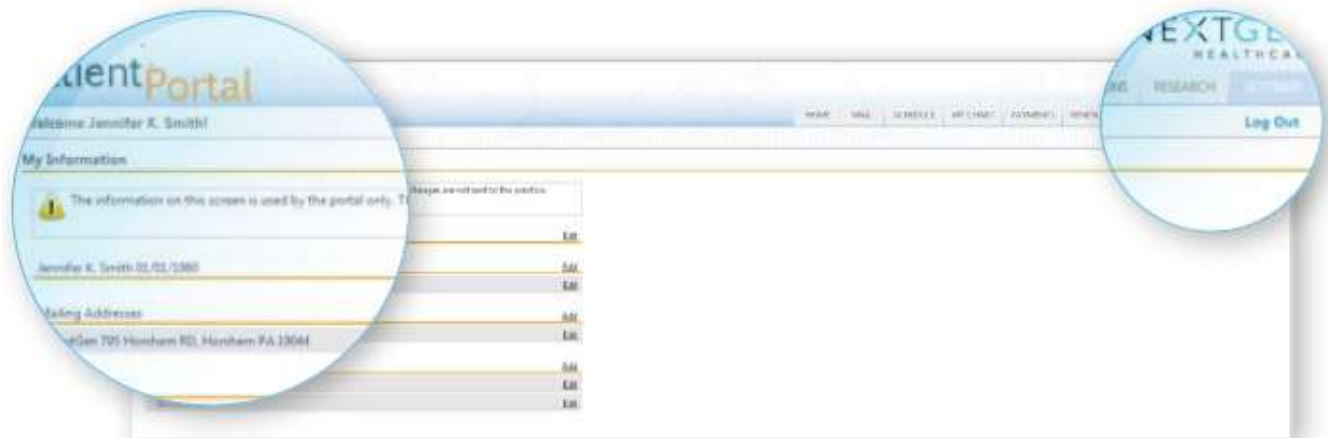
Referral	Referral Name	Ordered by	Request date
10/20/2017	PHYSICIAN [REDACTED]	Boston Children's Health Physicians	10/20/2017



## MESSAGES IN THE PORTAL

Please note: when a new message is available in the Portal, you will receive an alert sent via email to the personal account of your choice. To set up or change the type of notification you receive, in the top navigation bar, under “**Settings**,” click “**My Information**.”

From here, you can set your preferences. You can change your enrollment information at any time by clicking “**Settings**” on the right-hand side of the screen, and choosing “**My Information**.”



## HOW TO SEND A MESSAGE

Under “Inbox,” click “**Compose an Email.**”



Choose a “**Category**” and “**To**”. Write your message. Click “**SUBMIT.**”

A screenshot of the 'Patient Portal' 'Compose Message' form. The header includes the 'Patient Portal' logo and a welcome message for 'PATIENT TEST!'. The form is titled 'Compose Message' and has two main sections: '1) Select Practice and Patient' and '2) Select Message Category and Recipient'. In the first section, the 'Practice' dropdown is set to 'Boston Children's Health Physicians'. In the second section, the 'Category' dropdown is set to 'Questions for your provider or staff' and the 'To' dropdown is set to 'Please make a selection'. Both the 'Category' and 'To' dropdowns are circled in blue. Below these are fields for 'Subject' and 'Message'. At the bottom, there is a warning icon and a disclaimer about medical emergencies, followed by a blue 'SUBMIT' button.

NOTE: Routine communication will be answered as soon as possible, usually by the next business day.

# HOW TO REQUEST A MEDICATION RENEWAL

In the top navigation bar, choose “**Renew Medications.**”



You will see all active medication prescribed by your healthcare provider. Select the desired medication, pharmacy, and renewal information. Click “**Submit.**”

A screenshot of the Patient Portal 'Renew Medications' page. The page header includes the 'Patient Portal' logo, a welcome message for 'PATIENT TEST!' with a login timestamp of '6/15/2016, 1:59 PM', and a 'Patient Education' link. The main content area is titled 'Renew Medications' and is divided into four numbered steps:  
1) **Select Your Medical Practice**: A dropdown menu is set to 'Boston Children's Health Physicians'.  
2) **Select Medications**: A message states 'You currently have no medications selected for renewal, click the Select different medications link to choose the medication(s)'. A link 'Select different medications' is provided.  
3) **Select Pharmacy**: A section titled 'Selected Pharmacy:' displays details for '1 Stop Pharmacy' at '1220 Avenue P, Brooklyn, NY 11229'. Contact information includes phone number '(718) 336-2244' and fax number '(718) 513-6991'. A link 'Select different pharmacy' is provided.  
4) **Submit Renewal**: Two dropdown menus are set to 'Please make a selection' for 'Reason:' and 'Send to:'. A large text area is provided for 'Comments:'.  
At the bottom of the form is a warning icon and text: '\*CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM IMMEDIATELY IF YOU HAVE A MEDICAL EMERGENCY. Please note that medication renewal requests shall not be considered confirmed until such time that you receive verbal or written notification from us, usually within 72 hours.' Below this is an orange 'SUBMIT' button.

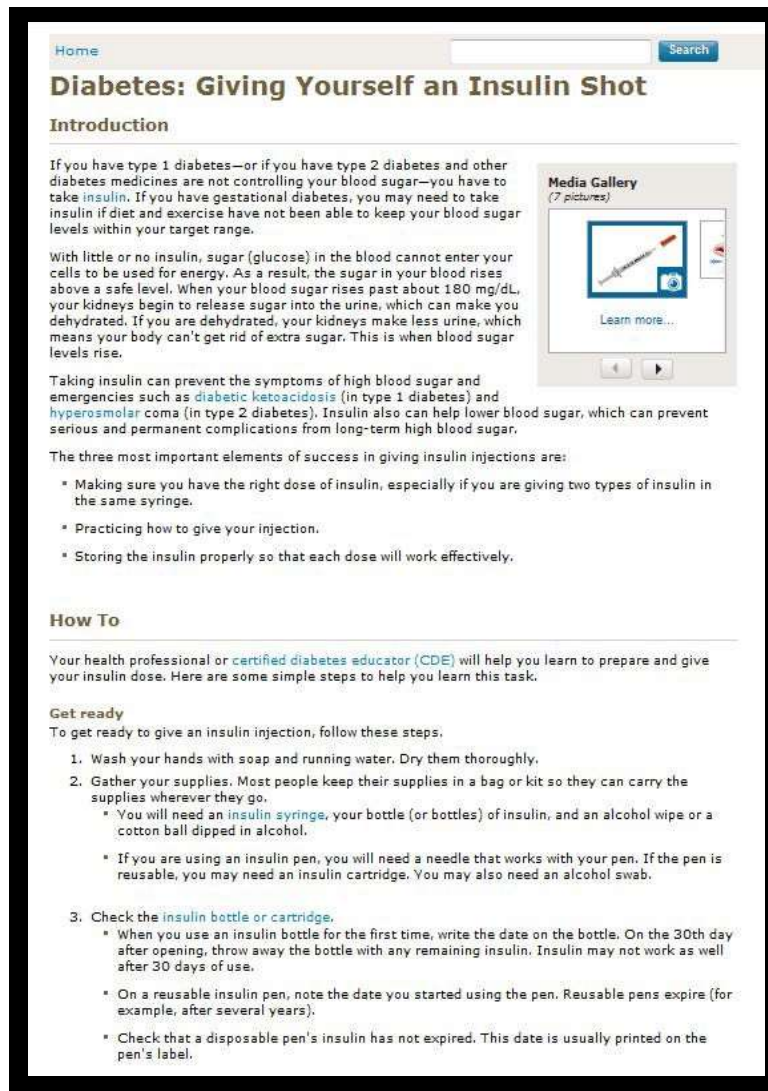
# HOW TO VIEW, DOWNLOAD, AND TRANSMIT A CHART

In the top navigation bar, choose “My Chart.” Click “View my Chart.” To download your chart, click “Download and send my chart.” After your chart is downloaded, click “Send” at the top right to transmit your chart. Enter your provider’s Direct email address and click “Send my Chart.” Or enter his/her name and press “Search.” To transmit your health record, press “Send my Chart.” You can also select your dependents health record information.

The screenshot displays the Patient Portal interface. At the top, the "Patient Portal" logo is on the left, and the "NEXTGEN HEALTHCARE" logo is on the right. A navigation bar includes links for HOME, MAIL, SCHEDULE, MY CHART, PAYMENTS, RENEW MEDICATIONS, RESEARCH, and SETTINGS. Below the navigation bar, a welcome message for Christopher Lutz is shown, along with a dropdown menu for "Las Vegas Family Practice" and a "Log Out" button. A sidebar on the left lists various medical categories: Allergies, Medications, Conditions, Labs, Vitals, Immunizations, Procedures, Insurance, Social History, Family History, and Advanced Directives. The main content area is titled "Visits" and shows a list of visits for Christopher Lutz. The first visit is dated 4/28/2014, and the second is 10/24/2013. Below the list, a preview of a Continuity of Care Document (C-CDA) is shown for Mary Lynn O'Connor. The C-CDA includes patient information such as name, date of birth, race, contact info, language, sex, ethnicity, and patient ID. A "Table of Contents" is also visible, listing various medical records like Allergies, Medications, Procedures, Results, and Immunizations.

# HOW TO ACCESS PATIENT EDUCATION

In the top navigation bar, choose “[Patient Education](#).” From here, access health-related information where you can search by topic of interest.



The screenshot shows a patient education page with a navigation bar at the top containing 'Home' and a search box. The main heading is 'Diabetes: Giving Yourself an Insulin Shot'. Below this is an 'Introduction' section with text explaining why insulin is needed for diabetes. To the right of the text is a 'Media Gallery' section with a thumbnail image of an insulin syringe and a 'Learn more...' link. Below the introduction is a list of three key elements for success in giving insulin injections. Further down is a 'How To' section with a list of steps to get ready for an injection, including washing hands, gathering supplies, and checking expiration dates.

Home  Search

## Diabetes: Giving Yourself an Insulin Shot

### Introduction

If you have type 1 diabetes—or if you have type 2 diabetes and other diabetes medicines are not controlling your blood sugar—you have to take insulin. If you have gestational diabetes, you may need to take insulin if diet and exercise have not been able to keep your blood sugar levels within your target range.

With little or no insulin, sugar (glucose) in the blood cannot enter your cells to be used for energy. As a result, the sugar in your blood rises above a safe level. When your blood sugar rises past about 180 mg/dL, your kidneys begin to release sugar into the urine, which can make you dehydrated. If you are dehydrated, your kidneys make less urine, which means your body can't get rid of extra sugar. This is when blood sugar levels rise.

Taking insulin can prevent the symptoms of high blood sugar and emergencies such as [diabetic ketoacidosis](#) (in type 1 diabetes) and [hyperosmolar coma](#) (in type 2 diabetes). Insulin also can help lower blood sugar, which can prevent serious and permanent complications from long-term high blood sugar.

The three most important elements of success in giving insulin injections are:

- Making sure you have the right dose of insulin, especially if you are giving two types of insulin in the same syringe.
- Practicing how to give your injection.
- Storing the insulin properly so that each dose will work effectively.

### How To

Your health professional or [certified diabetes educator \(CDE\)](#) will help you learn to prepare and give your insulin dose. Here are some simple steps to help you learn this task.

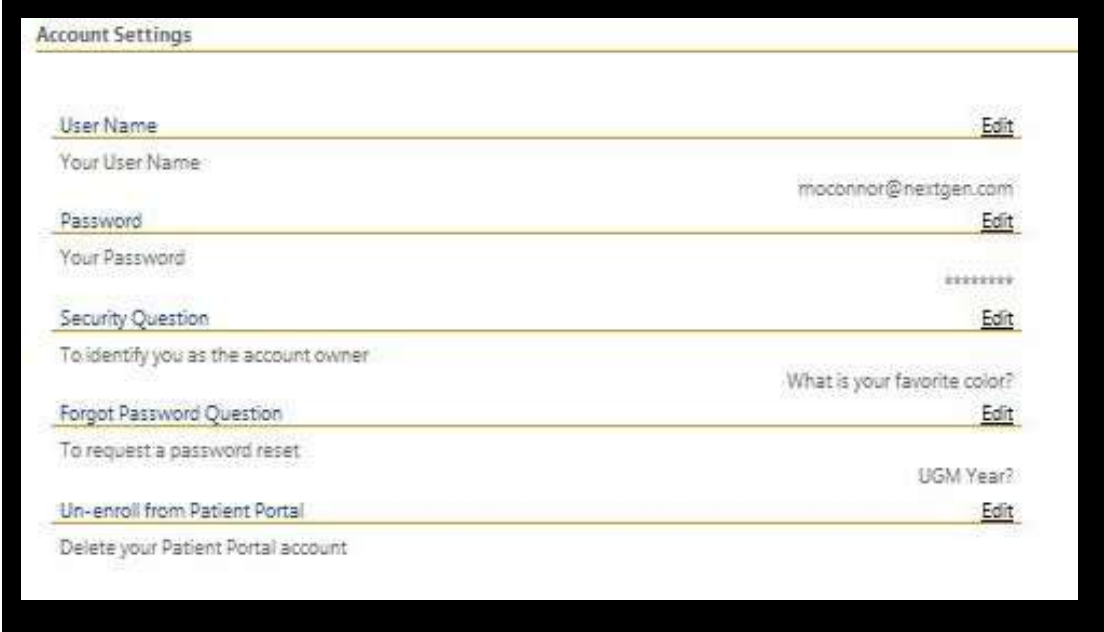
#### Get ready

To get ready to give an insulin injection, follow these steps:

1. Wash your hands with soap and running water. Dry them thoroughly.
2. Gather your supplies. Most people keep their supplies in a bag or kit so they can carry the supplies wherever they go.
  - You will need an [insulin syringe](#), your bottle (or bottles) of insulin, and an alcohol wipe or a cotton ball dipped in alcohol.
  - If you are using an insulin pen, you will need a needle that works with your pen. If the pen is reusable, you may need an insulin cartridge. You may also need an alcohol swab.
3. Check the [insulin bottle or cartridge](#).
  - When you use an insulin bottle for the first time, write the date on the bottle. On the 30th day after opening, throw away the bottle with any remaining insulin. Insulin may not work as well after 30 days of use.
  - On a reusable insulin pen, note the date you started using the pen. Reusable pens expire (for example, after several years).
  - Check that a disposable pen's insulin has not expired. This date is usually printed on the pen's label.

## CHANGE ACCOUNT SETTINGS

In the top navigation bar, choose “[Settings](#).” Click “[Account Settings](#).” From here, you can change your username, password, security question, and more. When finished, click “[Submit](#).”



The screenshot displays the 'Account Settings' page with the following sections:

- User Name**: A field containing 'moconnor@nextgen.com' with an [Edit](#) link.
- Password**: A field containing '\*\*\*\*\*' with an [Edit](#) link.
- Security Question**: A field containing 'What is your favorite color?' with an [Edit](#) link.
- Forgot Password Question**: A field containing 'UGM Year?' with an [Edit](#) link.
- Un-enroll from Patient Portal**: A field containing 'Delete your Patient Portal account' with an [Edit](#) link.



# MANAGE PRACTICES

In the top navigation bar, choose “Settings” and click “Manage Practices.” You can enroll in additional practices by entering your security token, date of birth, and email. If you don’t have an email, select the “I do not have an email” check box and then type your last name.

The screenshot shows the 'Patient Portal' interface for 'NEXTGEN HEALTHCARE'. The user is logged in as Mary Lynn O'Connor. The 'Manage your practices' section shows one current practice, 'Las Vegas Family Practice', with a link to 'Un-enroll me from this practice'. Below this is a section titled 'Enroll to the additional practice' with instructions: '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.' The form contains three input fields: 'Enter security token:' with a link 'What is security token?', 'Enter date of birth:' with a date mask 'MM/DD/YYYY', and 'Enter email address:'. There is a checkbox labeled 'I do not have an email address' and a 'Submit' button at the bottom.