Welcome to the Patient Portal!
You’re about to find out just how easy it can be to communicate with your healthcare provider, schedule and request appointments, 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 Self-enroll in the Portal

Navigate to the NextGen® Patient Portal website provided by your practice. Click the “Enroll Now” Button to get started.
How to Self-enroll in the Portal

Check the box and click the “Continue” button to agree to the Terms and Conditions.
Using the link provided by your practice, complete the screens below as prompted. Create a username and password and click “submit” to send securely to your practice for approval. If your practice chooses, you can also request an appointment at this time.
Add insurance and address information

Enter optional insurance and address information as desired and click “Next.”
Select your username, security question, and password. Click “Complete Enrollment.” Or, if your practice is configured for scheduling and you wish to make an appointment, choose “Schedule an Appointment.” Once you’ve completed enrollment, you will receive an email notifying you when your enrollment is approved.
If this is your first time using the Portal, click “Enroll Now” to create your username and password.
How to Enroll with a Token Provided by Your Practice

To enter the Portal, follow the link from your healthcare provider. Review the Terms and Conditions, then click “I Accept.”
Enter the security token provided by your provider's office. Enter your date of birth. Enter your email address and click “Submit.”

If you do not have an email address, select the I do not have an email address check box and type your last name in the Enter last name field that displays.
Create your username and password. Create your login security information and password recovery credentials. Click “Submit.”
On the “Insurance Information” page, select the “I am self-insured” check box, or enter your insurance/payer details. Click “Next.”
Congratulations! You’re in the Portal

From your welcome screen, you can see and access your inbox, upcoming appointments, lab results, medications, and more.
Please note: when a new message is available in the Portal, you will also receive an alert sent via text or 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.”
Under “Inbox,” click “Compose an Email.” Write your message. Click “Submit.” Replies from your healthcare provider will appear in your Inbox.
In the top navigation bar, click “Schedule.” Choose “Request Appointment.” Select your parameters. Click “Submit.” You’ll receive a “thank you” message indicating your request is pending approval. When your request is approved, you’ll receive an email confirmation.
How to Make a Payment

In the top navigation bar, click “Payments.” Click “Make a Payment.” After successfully submitting your payment information, click “Submit.” A confirmation screen will appear. You can print a receipt, if desired.
In the top navigation bar, choose “Renew Medications.” You will see all active medications prescribed by your healthcare provider. Select desired medications, pharmacy, and renewal information. Click “Submit.”
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.
In the top navigation bar, choose “Research.” From here, access health-related information where you can search by topic of interest.

### Diabetes: Giving Yourself an Insulin Shot

**Introduction**

If you have type 1 diabetes—or if you have type 2 diabetes and other diabetes medications 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 stays above a safe level. When your blood sugar rises past about 200 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 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 one type of insulin in the same syringe.**
- **Practicing how to give your injection.**
- **Sterilizing 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 still 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 see 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.
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.”
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.
In the top navigation bar, choose “Settings.” Choose “Statement Notifications.” To receive online-only statements, click “Submit.”