

Messaging through the portal is similar to using Email.

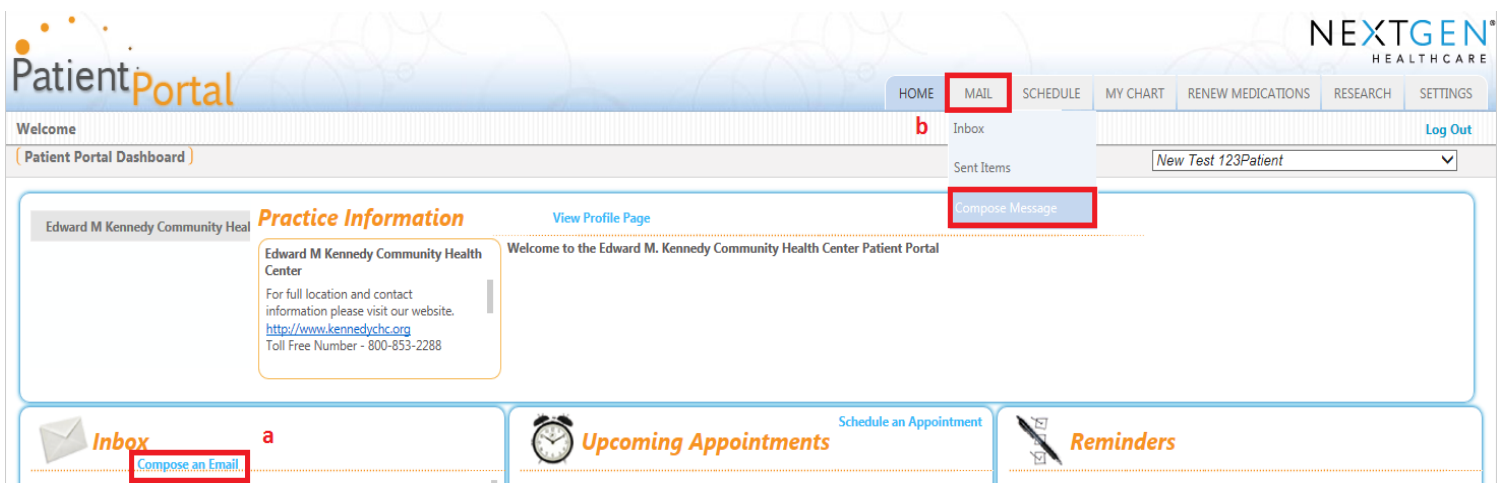
This guide will show you how to compose, view and reply to messages with your primary care provider's team.

## I. Login to Your Patient Portal

1. Open your Internet browser
  - a. Internet Explorer, Safari, Chrome or Firefox
2. Navigate to <https://www.nextmd.com>
3. Login with your username and password
4. Answer your security question

## II. Compose a Message

1. Open a new message
  - a. Within the **Inbox** section, click **Compose an Email**  
*or*
  - b. Hover your cursor over **Mail**, then click **Compose Message**



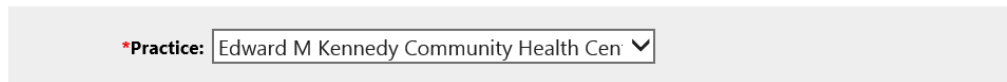
The screenshot displays the Patient Portal interface. At the top left, the 'Patient Portal' logo is visible. The top navigation bar includes links for HOME, MAIL, SCHEDULE, MY CHART, RENEW MEDICATIONS, RESEARCH, and SETTINGS. The 'MAIL' link is highlighted with a red box, and a dropdown menu is open, showing 'Inbox', 'Sent Items', and 'Compose Message', with 'Compose Message' also highlighted in red. Below the navigation bar, the 'Inbox' section is visible, with a 'Compose an Email' button highlighted in red. The main content area includes 'Practice Information' for Edward M. Kennedy Community Health Center, a 'View Profile Page' link, and a 'Welcome' message. At the bottom, there are sections for 'Upcoming Appointments' and 'Reminders'.

We help people live healthier lives.

*Note: If you are only enrolled in a NextGen patient portal with Edward M. Kennedy CHC then you can skip step 2 below; the practice will automatically be selected for you.*

2. Click the drop-down next to "Practice"
  - a. Select **Edward M. Kennedy Community Health Center**

1) Select Practice and Patient



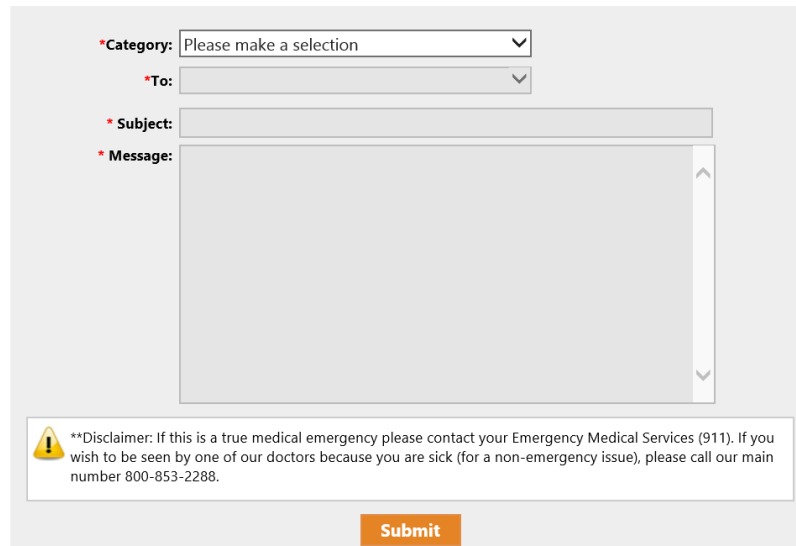
\*Practice: Edward M Kennedy Community Health Cen ▼

3. Click the drop-down next to "Category"
  - a. Select the category that best fits your inquiry/question
4. Click the drop-down next to "To"
  - b. Select your primary care provider's team
5. Type the topic of your inquiry/question into the "Subject" field
6. Type your inquiry/question into the "Message" field
 

**\*Please type your message in English**
7. Click the **Submit** button

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: Please make a selection ▼

\*To: ▼

\* Subject:

\* Message:

**Submit**

**!** \*\*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911). If you wish to be seen by one of our doctors because you are sick (for a non-emergency issue), please call our main number 800-853-2288.

8. You will see a confirmation that your message was sent

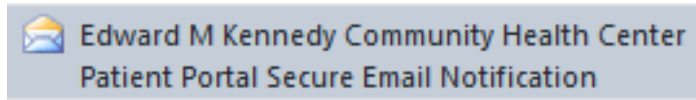
**Compose Message**

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**Your message has been successfully sent.**

### III. Receiving a Message From Your Provider’s Team

1. When a new or reply message is sent to you by your primary care provider’s team, you will receive an Email letting you know a message is available in your portal



2. Login to your portal to view the message  
*See step I above for login instructions*
3. Open the message
  - a. Within the **Inbox** section, click the message you want to open  
*or*
  - b. Hover your cursor over **Mail**, then click **Inbox**
    - i. Click on the message from the list

The screenshot shows the Patient Portal interface. At the top right, the 'MAIL' menu is highlighted with a red box, and a dropdown menu is visible with 'Inbox' selected, also highlighted with a red box. Below this, the 'Inbox' section is visible, containing a message from 'Edward M Kennedy Community Health Ce...' dated '2/08/2015' with the subject 'New Test 123Patient's \*TEST\*'. This message is highlighted with a red box and labeled 'a'. Other sections like 'Practice Information', 'Upcoming Appointments', and 'Reminders' are also visible.

<input type="checkbox"/> 3.b.i	Type	To	From	Subject	Practice	Received
<input type="checkbox"/>	Personal Heal	Test	Edward M Kennedy Commu	Personal Health Record 04/29/2015	Edward M Kennedy Con	4/29/2015
<input type="checkbox"/>	Messages	Test	Edward M. Kennedy	Testing	Edward M Kennedy Comr	4/20/2015
<input type="checkbox"/>	Medications	New Test	Jen	RXs	Edward M Kennedy Con	4/9/2015

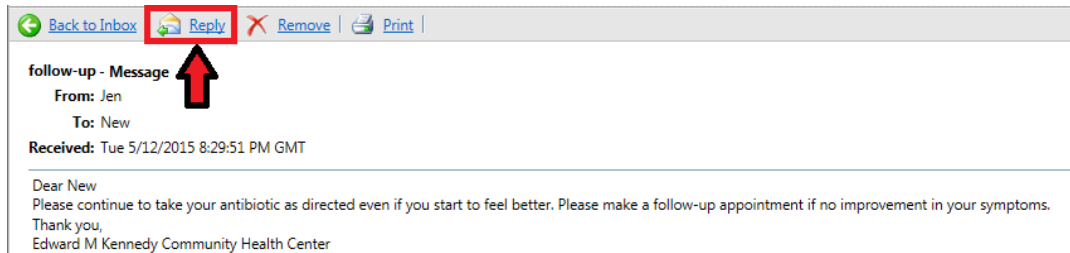
Icon Legend

- Unread message
- Read message
- Appointment response
- Medication response
- Document
- Template to be completed
- IMH form to be completed
- Statement to be paid
- Personal Health Record

## IV. Replying to a Message

1. With the original message open from step III, click **Reply**

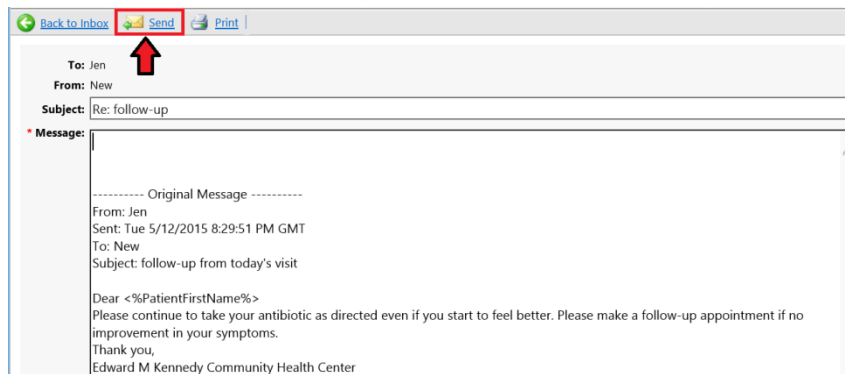
\*Please note that some messages may not accept replies.  
In that case, the reply option will not appear.



2. Type your reply into the "Message" field

**\*Please type your message in English**

3. Click Send



4. You will see a confirmation that your message was sent

### Compose Message

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**Your message has been successfully sent.**