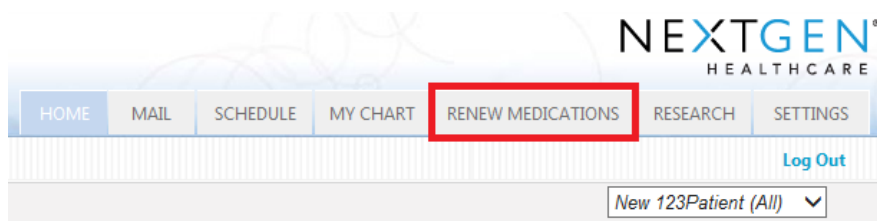


This guide will show you how to request a medication renewal from your patient portal, how to respond to requests for additional information and how to review your medication renewal response from your primary care provider's team.

## 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
5. On the top-right side of the webpage, Click **RENEW MEDICATIONS**



## II. Selecting Your Medical Practice

*Step 1 on the medication renewal page.*

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

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

### 1) Select Your Medical Practice

*Please select the medical practice for that appointment.*

\*Practice:  ▼

We help people live healthier lives.

### III. Selecting Your Medication

Step 2 on the medication renewal page

1. A list of your medications that are available for renewal will display.
2. If no prescriptions are listed, or you want to select another medication, click the **Select different medications** link and a list of your alternative medications will display.

#### 2) Select Medications

Select the medication you wish to renew.

**Selected Medication(s):**  
 DEXTROSE 5%-1/2NS-KCL (POTASSIUM CHLORIDE/D5-0.45NACL) 90 ^ 10MEQ/L IV SOLN. No Start Date - 12/20/2013

 [Select different medications](#) [Print Medications](#)

3. If you need to select an inactive medication, click the box **Display any inactive medications that may be available for renewal**

You currently have no medications selected for renewal, click the Select different medications link to choose the medication(s) you would like to have renewed and click the submit button. If you do not see your medication(s) you would like to have renewed, please contact your practice using the secure messaging functionality.

  Display any inactive medications that may be available for renewal.

	Prescription Name	Dose	Description	Start Date
<input type="checkbox"/>	ACETAMINOPHEN-CODEINE ACETAMINOPHEN WITH CODEINE	300MG-30MG	take 1 tablet by oral route every 6 hours as needed	10/10/2014
<input type="checkbox"/>	LISINAPRIL LISINAPRIL	10 MG	take 1 tablet by oral route every day	11/19/2014

Indicates an inactive medication due to it being expired. This is where the end date of the medication is prior to today's date.


[Select](#) [Cancel](#)

4. Click the check box(es) next to the medication(s) you want to request
5. Click **Select**
6. If you selected an expired/inactive medication, you will also be required to check off the box **Yes, I would like to request the above inactive medications**

#### 2) Select Medications

Select the medication you wish to renew.

**Selected Medication(s):**  
 Expired - ACETAMINOPHEN 30 \* 325 MG TABLET 6/26/2014 - 2/10/2015

  [Select different medications](#)

Yes, I would like to request the above inactive medication

## IV. Selecting Your Pharmacy

Step 3 on the medication renewal page

1. After selecting your medication (from step III above), your preferred pharmacy will automatically display
2. If no pharmacy is listed, or you wish to select another pharmacy, click the **Select different pharmacy** link
3. Enter the search criteria (pharmacy name, address, city, state or zip) and click **Search**
4. If the pharmacy you are looking for does not appear, click **Add New**
  - a. Type in the requested information and location of the pharmacy and click **Save**
5. **Click** the button next to the pharmacy you want to choose
6. Click **Select**

The screenshot shows a web interface for selecting a pharmacy. At the top, there is a link labeled "Select different pharmacy" with a blue arrow pointing to it (callout 2). Below this is a search box with the placeholder text "enter <pharmacy> or <address> or <zip code>" and two buttons: "Search" (callout 3) and "Add New" (callout 4). A message below the search box reads: "If your preferred pharmacy is not displayed, please click on the Add New button to add your pharmacy." Below this is a legend: "📌 - Indicates a pharmacy that can be modified". The main section is titled "Search Results - (44 record returned)". It contains a table with the following data:

<input type="radio"/>	Caremark Mail Service Pharmacy	9501 E Shea Blvd Scottsdale, AZ 85260	(877) 864-7744	
<input type="radio"/>	Caremark Mail Service Pharmacy	9501 E Shea Blvd Scottsdale, AZ 85260	(877) 864-7744	
<input type="radio"/>	Copy Of Wagreens	890 W Main St, Chalfont Lansdale, PA 19446	(215) 644-5644	
<input type="radio"/>	CVS - Fairburn	9282 Fairburn Rd Atlanta, GA 30033	(404) 992-2999	
<input type="radio"/>	CVS - Willow Grove	2870 Moreland Road Abington, PA 19001	(215) 657-1465	
<input type="radio"/>	CVS Pharmacy # 1069	172 NASSAU STREET PRINCETON, NJ 08542	(999) 999-9999	
<input type="radio"/>	CVS Pharmacy # 1947	16 EAST AFTON AVE., CRAMER CENTER YARDLEY, PA 19067	(215) 493-2703	

A red box highlights the radio button for the first row (Caremark Mail Service Pharmacy), with a callout 5 pointing to it. At the bottom of the interface, there is a checkbox labeled "Set as your NextGen Patient Portal preferred pharmacy" and two buttons: "Select" (callout 6) and "Cancel".

## V. Submitting Your Request

Step 4 on the medication renewal page

1. In the Submit Renewal section:
  - a. Select the **Reason** for renewal
  - b. Select your **Primary Care Provider's** name
  - c. Type in any necessary comments that support your request
2. Click **Submit**


*Note: If you chose an inactive medication and did not click the box "Yes, I would like to request the above inactive medications" you will receive an error. See step III.6 above to correct this.*

**You have selected one or more inactive medication(s) for renewal. Please acknowledge this request by checking the 'Yes, I would like to request the above inactive medication(s)'.**

Submit

## VI. Receiving a Response from your Provider's Team

- A. If additional information is needed, you will receive a Secure Communication Message indicating what information is needed

 Edward M Kennedy Community Health Center  
Patient Portal Secure Email Notification

1. Login to your patient portal
2. Review the message in your inbox
3. Click Reply

 [Back to Inbox](#)  [Reply](#)  [Remove](#) |  [Print](#)

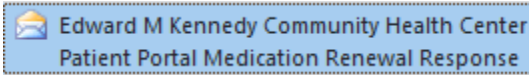
**Medication Renewal Question - Message**

4. Type in the additional information that was requested
5. Click Send

 [Back to Inbox](#)  [Send](#)  [Print](#)

**To:** TESTING  
**From:** 123Patient, New  
**Subject:** Re: Medication Renewal Question  
**\* Message:** Additional information is.....

- B. If no additional information is needed, you will receive a Patient Portal Medication Renewal Response.



1. Login to your patient portal
2. Review the message in your inbox



**This Medication Renewal is Complete**

**Patient Name:** New 123Patient  
**Pharmacy:** EMKCHC Pharmacy  
19 Tacoma Street  
Worcester, MA 01605  
(508) 854-2128  
(508) 595-1127  
**Request sent:** Tue 1/13/2015 8:37:59 PM GMT  
**Reason for request:** test2 ALBUTEROL SULFATE  
**Response received:** Tue 1/13/2015 8:55:13 PM GMT  
**Response from practice:**

Instructions from your provider's team will appear here



**Medication(s) Requested**

The status will indicate if the request was accepted or denied.

Status	Prescription	Dose	Route	Description
Accepted	ALBUTEROL SULFATE HFA	90 MCG	HFA AER AD	inhale 2 puff by inhalation route every 4 - 6 hours as needed

For additional information, see 'Response from practice' above