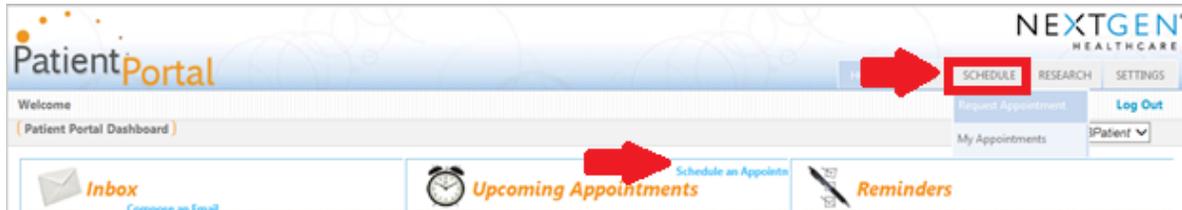


## How to request a medical appointment on the Patient Portal

1. Open your Internet browser
  - a. Internet Explorer, Safari, Chrome or Firefox
2. Navigate to <http://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 **Schedule**
  - a. You could also click **Schedule an Appointment** in the Upcoming Appointments section



A new screen will appear so that you can fill out your appointment request

6. Step 1 - Practice: This will automatically be selected for you
7. Step 2 - Provider and Location: Select from the drop downs
  - a. Provider/Group: **Request an Appointment**
  - b. Select Category: **Office Visit**
  - c. Select Location: Please choose which **location** you come to for your medical appointments
8. Step 3 - Appointment Request:
  - a. Type in a reason for your appointment
  - b. Select your appointment priority
  - c. Select desired time frame for the appointment
  - d. Select your preferred dates and times you are available for an appointment
  - e. Select an alternate, in case your preferred time is not available
9. Click **Submit**

**1) Select Your Medical Practice**  
Please select the medical practice for that appointment.

\*Practice: Edward M Kennedy Community Health Cent ▾

**2) Select Provider and Location**  
Please select your provider, the appropriate appointment category and desired location from the drop down lists below. Asterisk (\*) denotes required field.

\*Select provider/group: Request an Appointment ▾

\*Select category: Office Visit ▾

\*Select location: Please select a location.  
Framingham Medical  
Milford Medical  
Tacoma Medical

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

\*Reason for appointment:

\*Priority:

\*Make appointment for:

\*Preferred date/time:  to

Alternate date/time:  to

**!** \*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Email and appointment request will be answered within 24 hours.  
\*This feature is not available at this time.

We have now received your request. We will book the next available appointment for you and we will send you a message, asking you to confirm the appointment.

**Please respond within 48 hours or the appointment will be released.**

When we respond to your appointment request, you will receive an e-mail from Edward M. Kennedy Community Health Center informing you there is an appointment request response in the portal.

Edward M Kennedy Community Health Center <donotreply@kennedychc.org>

NextGen Patient Portal Appointment Request Response



1. Follow steps 1-4 from above to log into your patient portal
2. Click on the message in your **Inbox** to view the message
3. Review the date & time of the appointment in the message
4. Please respond within 48 hours or the appointment will be released

*Example:*

Welcome

[Back to inbox](#) | [Accept](#) | [Reply](#) | [Recall Appt. Request](#) | [Remove](#) | [Print](#)

**This appointment request is awaiting your response**

Click [here](#) to view your appointment.

**Date practice responded:** Wed 3/30/2016 5:52:52 PM GMT  
**Proposed appointment date:** Friday, April 01, 2016 at 2:05 PM  
**Proposed provider:** Request a Medical Appointment  
**Proposed location:** Tacoma Medical  
19 Tacoma Street  
Worcester, MA 01605-3516  
(508) 852-1805

**Message from practice:**  
Hello  
Based on your request, an appointment has been held for you.  
Please review the above appointment date & time and then reply to either confirm or request a different appointment.  
Please note that if we do not receive a response within 48 hours, we will need to release this appointment.  
Thank you,  
Edward M Kennedy Community Health Center

**a. To Accept the Proposed Appointment:**

- i. Click the "Accept" Button

**b. To Request Another Date/Time:**

- i. Click the "Reply" Button
- ii. Type your message
- iii. Click Send

**c. To Cancel Your Request:**

- i. Click the "Recall Appt. Request" Button

If you requested another date, we will respond with an optional appointment time. Otherwise your appointment has been booked and we look forward to seeing you at your next appointment.

You can view this appointment on the portal in the **Upcoming Appointments** window.