



This guide will demonstrate how to request an appointment on the Patient Portal and reply to confirm the appointment.

I. Request an Appointment.

1. Open the Appointment Request screen:

- a. Hover your cursor over **"Schedule"**, then click **"Request Appointment"**.
- or
- b. In the *"Upcoming Appointments"* panel, click **"Schedule an Appointment"**.

The screenshot shows the Patient Portal dashboard for 'Test Patient123'. The top navigation bar includes 'HOME', 'MAIL', 'SCHEDULE', 'MY CHART', 'RENEW MEDICATIONS', 'PATIENT EDUCATION', and 'SETTINGS'. A red box highlights the 'SCHEDULE' dropdown menu, with a red arrow labeled 'a.' pointing to the 'Request Appointment' option. Below the navigation bar, the 'Upcoming Appointments' panel is visible, with a red box highlighting the 'Schedule an Appointment' link and a red arrow labeled 'b.' pointing to it. The dashboard also displays the user's name, last login time, and a search bar.

2. Select Your Medical Practice:

- a. As needed, choose **"Edward M Kennedy Community Health Center"**.

Appointment Request

1. ENTER REQUEST

2. SELECT APPOINTMENT

3. VIEW DETAILS

1) Select Your Medical Practice

Please select the medical practice for that appointment.

*Practice: Edward M Kennedy Community Health Cen

3. Select Provider and Location:

- a. Select provider/group:
 - i. **Select an appointment type from the list.**
- b. Select category:
 - i. **Select a category from the list**
- c. Select location:
 - i. **Select a location for your visit.**

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 a Medical Appointment	▼
*Select category:	Office Visit	▼
*Select location:	Tacoma Medical	▼ Address

4. Submit Request:

- a. **Type in the reason for your appointment.**
- b. **Select your appointment priority.**
- c. **Select desired time frame for the appointment.**
- d. **Select the preferred days and times you are available for an appointment.**
 - i. Choose the times from the drop-down.
 - ii. Click to select/de-select the days of the week.
- e. **Select an alternate timeframe, in case your preferred time is not available:**

3) Submit Request

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

*Reason for appointment:	Yearly Physical	
*Priority:	Normal ▼	
*Make appointment for:	This Month ▼	
*Preferred date/time:	10:00 AM ▼	to 1:00 PM ▼
	<input checked="" type="checkbox"/> Mon <input type="checkbox"/> Tue <input checked="" type="checkbox"/> Wed <input type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input type="checkbox"/> Sat	
Alternate date/time:	3:00 PM ▼	to 5:00 PM ▼
	<input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat	
<p> *Disclaimer: This feature is only for medical appointments. If this appointment is for a true medical emergency, please contact your Emergency Medical Services (911). Please do not make an appointment request through the portal if you wish to be seen for an urgent medical need. In that case, please call our main number at 800-853-2288.</p> <p>*Nota: Esta función es sólo para citas médicas. Si esta cita es para una verdadera emergencia médica, por favor nónoase en contacto con los Servicios de</p>		
Submit		

5. Click "Submit".

Appointment Request
Your appointment request has been successfully submitted.

II. Kennedy CHC will receive and process your request

The health center has 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 date & time. We may also ask for additional information to process your request.

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

III. Receive & Respond to the Appointment Request

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 response in the portal.

**Note: If you opted to not receive notifications or to not provide an e-mail, you will not get this alert.*



Edward M Kennedy Community Health Center <noreply@kennedychc.org>
Patient Portal Appointment Request Response



EDWARD M.
KENNEDY
COMMUNITY
HEALTH CENTER

Patient Portal Appointment Response

To: Test

This email is to notify you that a response to your appointment request has been sent by the staff at Edward M Kennedy Community Health Center. At your earliest convenience please log in to your NextGen Patient Portal account to review this information.

1. Log into your Patient Portal.
2. Click on the message in your **Inbox** to view the message.
3. Review the proposed date & time of the appointment.
 - a. Please respond within 48 hours or the appointment will be released.



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

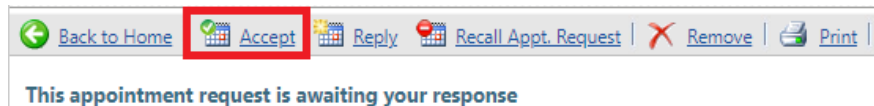
Message from practice:

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

4. Respond to the proposed appointment:

a. To accept the proposed appointment:

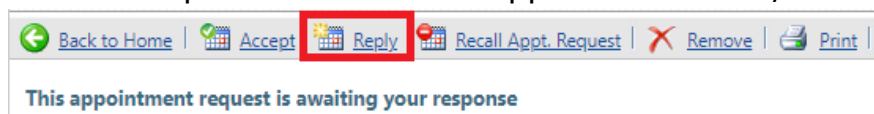
- i. Click the **"Accept"** button.



- ii. You can view this appointment on the portal, in the Upcoming Appointments panel.

b. To request another date/time:

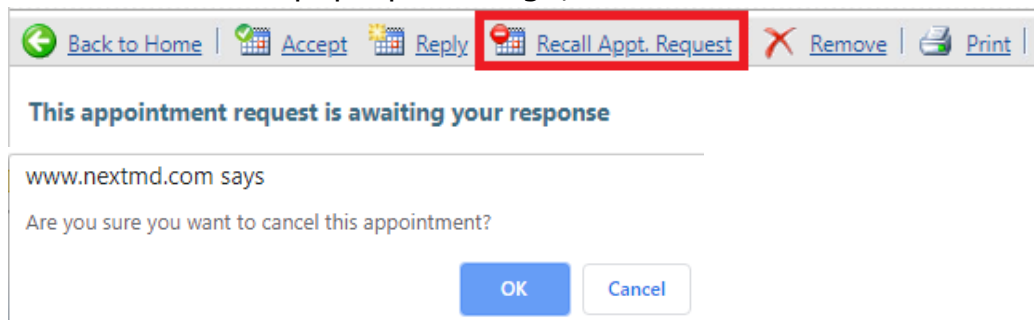
- i. Click the **"Reply"** Button.
- ii. Type a message indicating what will work better for you.
- iii. Click Send.
- iv. We will respond with another appointment date/time.



 A screenshot of the reply message form. At the top, there is a navigation bar with 'Back to Inbox' and 'Send' buttons. The 'Send' button, which features a green envelope icon, is highlighted with a red rectangular box. Below the navigation bar, there is a text input field with the label 'Reason for new appointment:'. The text entered in the field is: 'Hello, I am not available on that day. Any other Monday between 10 am and 1 pm will be fine. Thank you!'.

c. To cancel your request all together:

- i. Click the **"Recall Appt. Request"** Button
- ii. Click **"OK"** to the pop-up message, to confirm.



For additional assistance, visit <https://www.nextmd.com/OnlineHelp> or contact us at 508-595-0727.