



Messaging through the portal is similar to using e-mail. This guide will show you how to compose, view and reply to portal 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.

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 shows the Patient Portal interface. At the top, there are navigation tabs: HOME, MAIL (highlighted with a red box), SCHEDULE, MY CHART, RENEW MEDICATIONS, PATIENT EDUCATION, and SETTINGS. Below the tabs, there is a search bar and a 'Log Out' button. The main content area is titled 'Edward M Kennedy Community Health Center' and contains a welcome message and instructions for requesting a full health record. A red arrow labeled 'b.' points to the 'Compose Message' option in the 'MAIL' dropdown menu. At the bottom of the dashboard, there is a 'Compose an Email' button with a red arrow labeled 'a.' pointing to it.

2. As needed, click the drop-down next to **"Practice"**:
 - a. Select **Edward M. Kennedy Community Health Center**.
Note: This may already be selected for you.

1) Select Practice and Patient

*Practice:

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

The screenshot shows a web form titled "2) Select Message Category and Recipient". Below the title is a note: "Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field." The form contains four fields: 1. "*Category:" with a dropdown menu showing "General Medication Questions". 2. "*To:" with a dropdown menu showing "Please make a selection.". 3. "* Subject:" with a text input field. 4. "* Message:" with a large text area. At the bottom of the form is a blue "Submit" button. Below the form is a disclaimer box with a yellow warning icon: "**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.
 - a. *You can also view sent messages by hovering over "Mail" and clicking "Sent Items".*

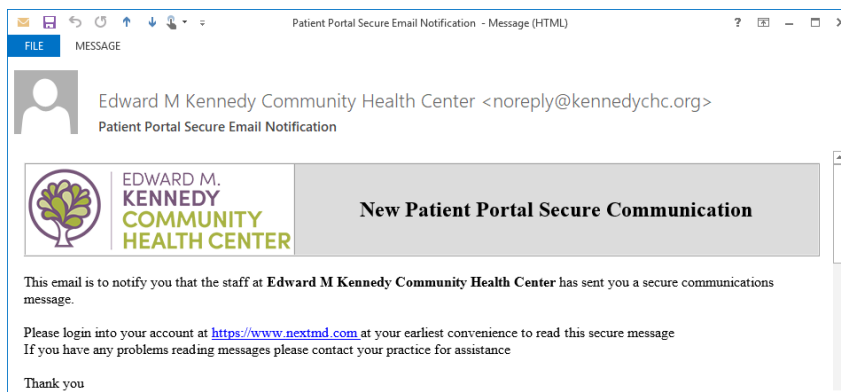
Compose Message

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, you will receive an e-mail* letting you know that a message is available in your portal. You will need to login to the portal to view the secure message.

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



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 on the message** to open it.

or

 - b. Hover your cursor over **Mail**, then click **Inbox**
 - i. From the list, **click on the message** you want to open.

Type	To	From	Subject
Personal Health Record	Test PT	Edward M Kennedy Community Health Center	Personal Health Record
Personal Health Record	Test PT	Edward M Kennedy Community Health Center	Personal Health Record
Messages	Test PT	Edward M. Kennedy CHC	Did you know?

3.b.i

Icon Legend

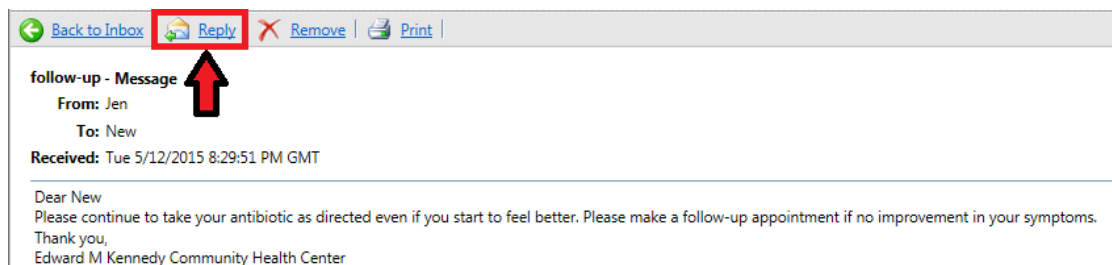
	- Unread message		- Read message		- Appointment response		- Medication response
	- Document		- Template to be completed		- IMH form to be completed		- Statement to be paid
	- Personal Health Record						

IV. Replying to a Message

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

**Please note that some messages may not accept replies.*

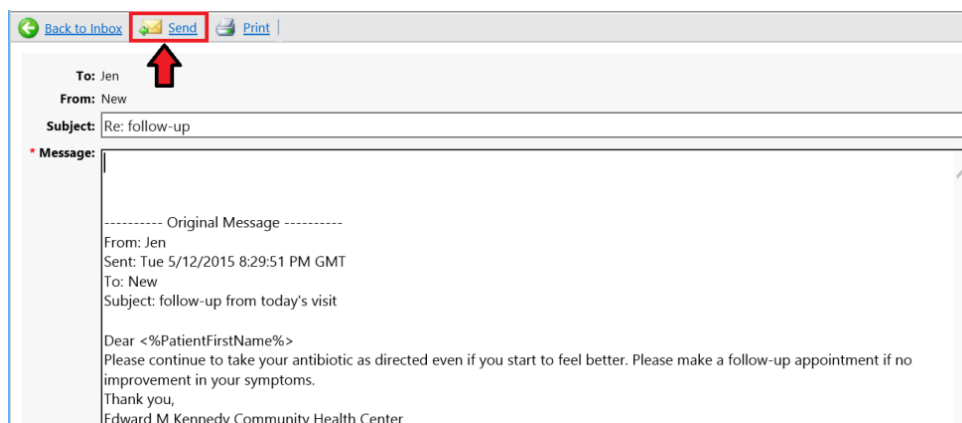
In that case, the reply option will not appear. You can start a new communication message.



2. Type your message 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

Your message has been successfully sent.

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