



ORTHOPAEDIC
& SPINE CENTER

OPEN MRI CENTER
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NextGen Patient Portal User Guide

ORTHOPAEDIC & SPINE CENTER

www.nextmd.com

Questions: portal@osc-ortho.com

Updated April 2, 2013

NextGen Patient Portal

1. Enrolling in NextGen Patient Portal

- Open the "Welcome to NextGen Patient Portal!" email.
- "Click here to go to NextMD" or type in web browser www.nextmd.com
- Read the terms and conditions and click "I Accept."

Terms and Conditions

PRIVACY POLICY
Please review our Privacy Policy, which governs your visit to NextGen® Patient Portal (formerly known as NextMD®), to understand our practices.

ELECTRONIC COMMUNICATIONS
When you visit NextGen® Patient Portal or send e-mails to us, you are communicating with us electronically. You consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site. You agree that all agreements, notices, disclosures and other communications that we provide you electronically satisfy any legal requirements that such communications be in writing.

COPYRIGHT AND TRADEMARKS
NextGen® Patient Portal is the registered trademark of NextGen Healthcare Information Systems, Inc. and the website contains our copyrighted and protected material. Some material in the website is from copyrighted sources of the respective copyright claimants. Users of this material are solely responsible for compliance with any copyright restrictions and are referred to the copyright notices appearing in the original sources, all of which are hereby incorporated by reference.

The trademarks, service marks, trade names, trade dress, patents and copyrights

- Submit your "Enrollment Validation" form displays.
- Enter your 8 digit security token that was provided to you.
- Enter email address provided to OSC.

Submit your enrollment validation

FRAUD WARNING
Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

Please enter your security token and your email address. Your enrollment token is an eight digit number provided by your practice. Once security token and email address have been validated, you will be able to create your Patient Portal account. If you have not received an enrollment notification email, please contact your practice. Asterisk (*) denotes required field.

* Enter security token: [? What is security token?](#)

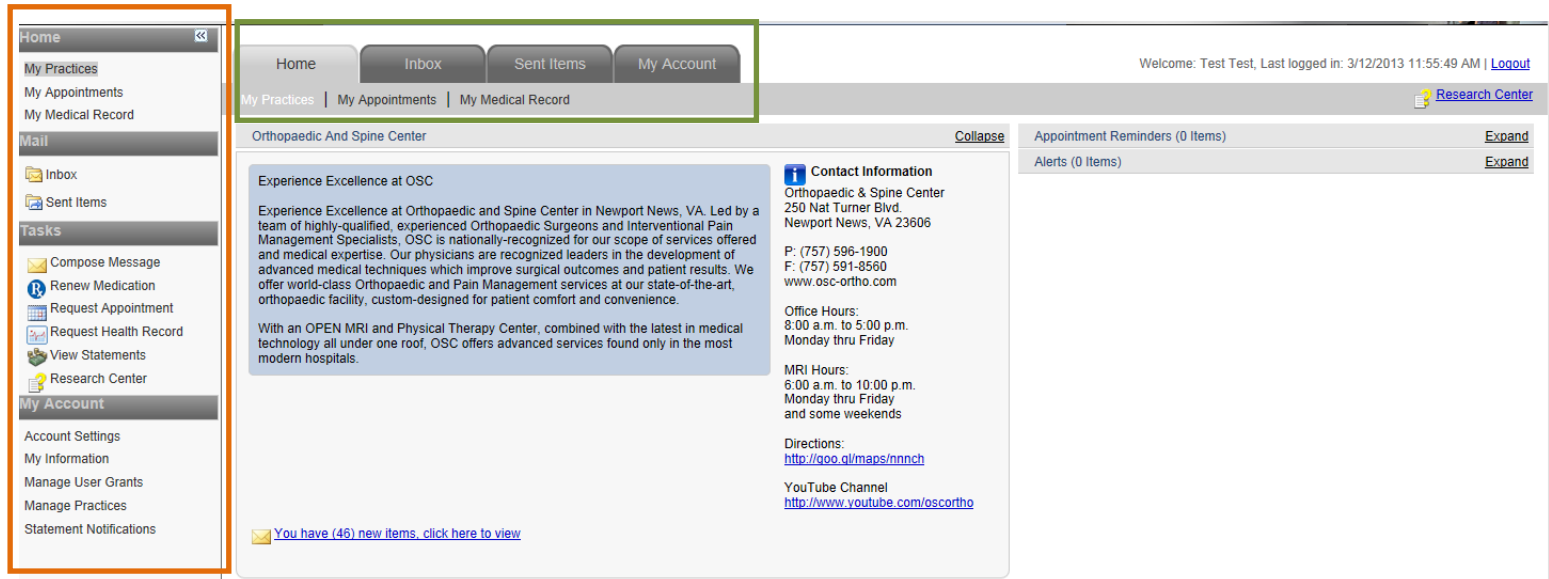
* Enter email address:

- Click "Submit."
- Create user name and password. (Write user name, password & security questions on last page)
***The user name and password must be between 6-10 characters in length and contain one number and is case sensitive.**
- Then retype your password to confirm.
- Select a security question and type the answer, and then retype the answer.
- Create your password recovery credentials.
- Type a question and answer, this will be used to reset your password.
- Click "Submit" to complete the enrollment process and start using NextGen Patient Portal.

Congratulations, you have completed your portal enrollment.

2. Home Page

- Consist of two elements, the left navigation bar and the content page tabs.
- Both options provide access to the same features.



Home | Inbox | Sent Items | My Account

Welcome: Test Test, Last logged in: 3/12/2013 11:55:49 AM | [Logout](#)

[Research Center](#)

Orthopaedic And Spine Center

Experience Excellence at OSC

Experience Excellence at Orthopaedic and Spine Center in Newport News, VA. Led by a team of highly-qualified, experienced Orthopaedic Surgeons and Interventional Pain Management Specialists, OSC is nationally-recognized for our scope of services offered and medical expertise. Our physicians are recognized leaders in the development of advanced medical techniques which improve surgical outcomes and patient results. We offer world-class Orthopaedic and Pain Management services at our state-of-the-art, orthopaedic facility, custom-designed for patient comfort and convenience.

With an OPEN MRI and Physical Therapy Center, combined with the latest in medical technology all under one roof, OSC offers advanced services found only in the most modern hospitals.

Contact Information
Orthopaedic & Spine Center
250 Nat Turner Blvd.
Newport News, VA 23606
P: (757) 596-1900
F: (757) 591-8560
www.osc-ortho.com
Office Hours:
8:00 a.m. to 5:00 p.m.
Monday thru Friday
MRI Hours:
6:00 a.m. to 10:00 p.m.
Monday thru Friday
and some weekends
Directions:
<http://goo.gl/maps/nnnch>
YouTube Channel
<http://www.youtube.com/oscortho>

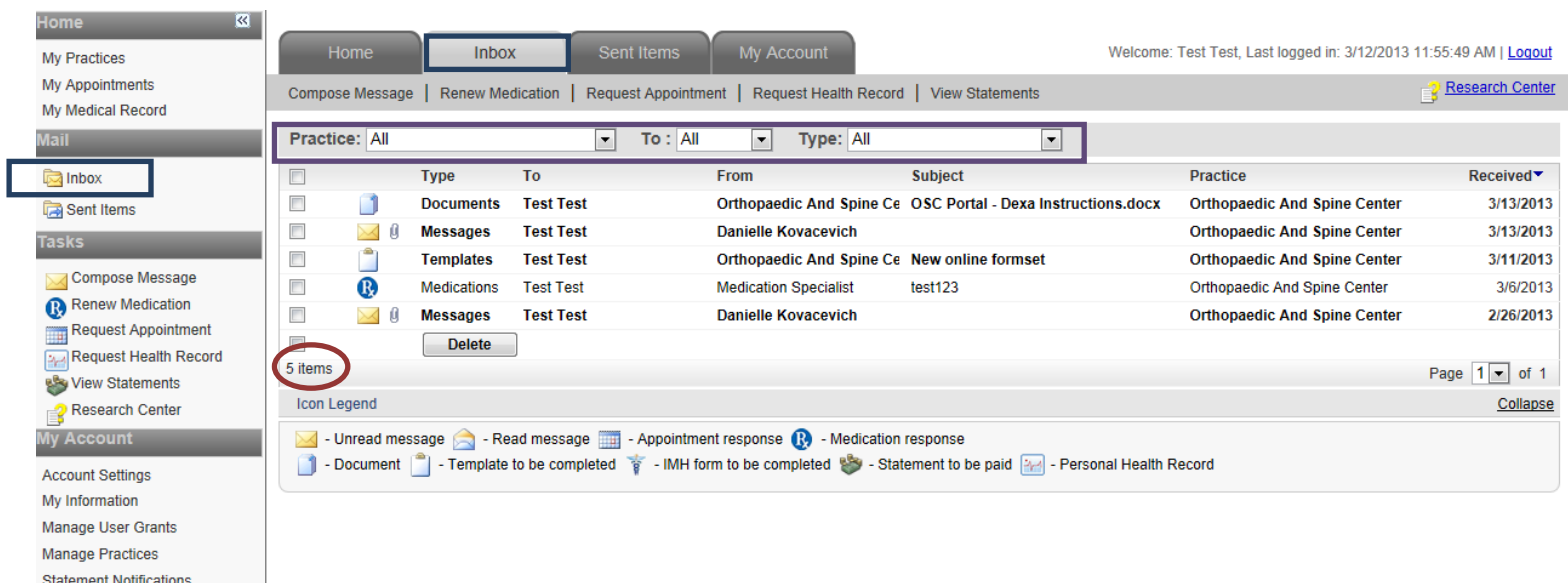
[You have \(46\) new items. click here to view](#)

Appointment Reminders (0 Items) [Expand](#)

Alerts (0 Items) [Expand](#)

3. Inbox Tab

- Click "Inbox" tab or from Left Nav Bar to view messages, documents and templates sent from OSC.
- From the home screen you can also click on the "You have new items, click here to view" link.
 - The number of unread messages is in parentheses.
- Unread messages appear in bold type.
- Total number of unread messages appears in bottom left corner.
- To customize display, use the Practice, To and Type fields.
- Click on column header to sort accordingly.



Home | Inbox | Sent Items | My Account

Welcome: Test Test, Last logged in: 3/12/2013 11:55:49 AM | [Logout](#)

[Research Center](#)

Compose Message | Renew Medication | Request Appointment | Request Health Record | View Statements

Practice: All To: All Type: All

Type	To	From	Subject	Practice	Received
Documents	Test Test	Orthopaedic And Spine Ce	OSC Portal - Dexa Instructions.docx	Orthopaedic And Spine Center	3/13/2013
Messages	Test Test	Danielle Kovacevich		Orthopaedic And Spine Center	3/13/2013
Templates	Test Test	Orthopaedic And Spine Ce	New online formset	Orthopaedic And Spine Center	3/11/2013
Medications	Test Test	Medication Specialist	test123	Orthopaedic And Spine Center	3/6/2013
Messages	Test Test	Danielle Kovacevich		Orthopaedic And Spine Center	2/26/2013

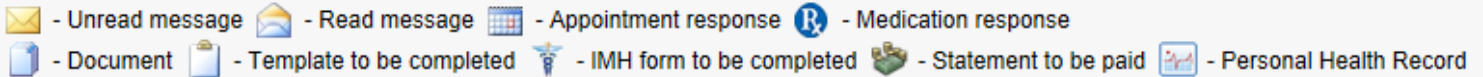
5 items

Page 1 of 1

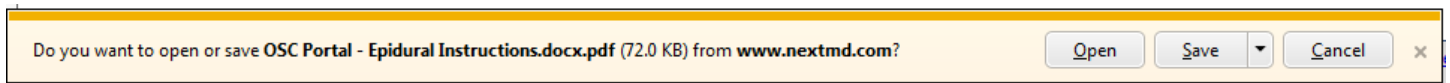
Icon Legend

- 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

Icon Legend

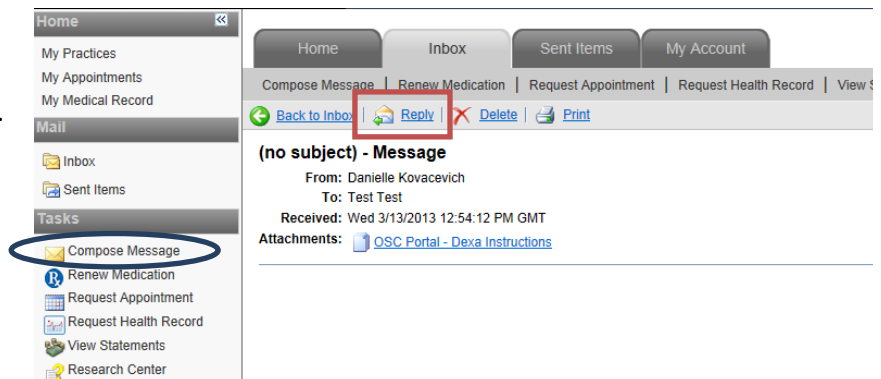


- g. Click on message to read.
 - i. In order to view messages, you will need a PDF reader on your device. Adobe Acrobat Reader is a free program that can be downloaded from <http://get.adobe.com/reader/>
- h. The file download box displays.
 - i. Click "Open" to view.
 - ii. Click "Save" arrow and choose "Save As" to store documents to specific location.
 - iii. Click "Cancel" to close file and not open.



4. Compose Message

- a. Click reply in opened message.
 - i. Type message.
 - ii. Click "Send" when complete.
- b. Left Nav Bar "compose message."
 - i. Select a "Category."
 - ii. Choose a "To."
 - iii. Type a "Subject."
 - iv. Compose the message.
 - v. Click "Submit."



Compose Message

1) Select Practice and Patient

*Practice: Orthopaedic And Spine Center

2) Submit Message

Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required

*Category: Appointment Questions

*To: Office Visit Specialist

* Subject: Type Subject Here

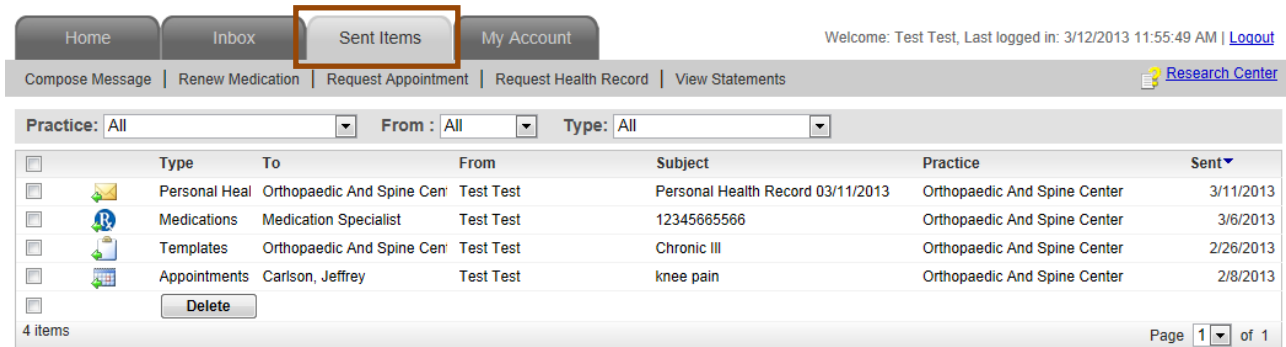
* Message: Type message in this box.

*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Appointment requests will be answered by the end of the next business day. You will be contacted within 72 business hours regarding questions sent through email.

Submit

5. Sent Items

- Click "Sent" Tab to view all items sent to OSC.
- To customize display, change the Practice, From or Type filter.
- Click on column name to sort accordingly.



Home | Inbox | **Sent Items** | My Account

Welcome: Test Test, Last logged in: 3/12/2013 11:55:49 AM | [Logout](#)

[Compose Message](#) | [Renew Medication](#) | [Request Appointment](#) | [Request Health Record](#) | [View Statements](#) | [Research Center](#)

Practice: All From: All Type: All

Type	To	From	Subject	Practice	Sent
Personal Heal	Orthopaedic And Spine Cen	Test Test	Personal Health Record 03/11/2013	Orthopaedic And Spine Center	3/11/2013
Medications	Medication Specialist	Test Test	12345665566	Orthopaedic And Spine Center	3/6/2013
Templates	Orthopaedic And Spine Cen	Test Test	Chronic Ill	Orthopaedic And Spine Center	2/26/2013
Appointments	Carlson, Jeffrey	Test Test	knee pain	Orthopaedic And Spine Center	2/8/2013

4 items Page 1 of 1

6. Renew Medication

- Click "Renew Medication" from Left Nav Bar.
- Click "Select different medications" to select medication. Check the medications you would like to refill.
- Your preferred pharmacy with automatically default as the pharmacy.
 - Click "Select different pharmacy" and search by name, address or zip code.
 - Type a "Reason" for renewal.
 - Select "To" category.
 - Type in comments.
 - Click "Submit."

1) Select Your Medical Practice
Select the medical practice that prescribed the medication you wish to renew.

*Practice: Orthopaedic And Spine Center

2) Select Medications
Select the medications.

Selected Medication(s):
MOBIC (MELOXICAM) 0 * 7.5 MG TABLET 2/26/2013 - No End Date
PLEXION (SULFACETAMIDE SODIUM/SULFUR) 1 * 10-5%(W/W) CLEANSER 2/13/2013 - No End Date

[Select different medications](#)

3) Select Pharmacy
Select the pharmacy you wish to handle the refill.

Selected Pharmacy:
Pharmacy Name: TARGET PHARMACY #1103
Address: 12130 JEFFERSON AVENUE
NEWPORT NEWS, VA 23602
Phone Number: (757) 881-9371
Fax Number: (757) 881-9371

[Select different pharmacy](#)

4) Submit Renewal
Select Reason and Provider for this medication refill.

*Reason: Renewal of Ongoing Medications
*Send to: Medication Specialist
*Comments:

*Disclaimer: You will receive a call within 72 business hours regarding the status of your request. If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice.

7. Request Appointment

- Click "Request Appointment" on Left Nav Bar.
- Select "Provider/Group."
- Select "Category."
- Select "Location."
 - Click "Address"
 - Click yellow box with arrow for map

Location Address Information ✕

Address information for this location

250 Nat Turner Blvd
Newport News, VA 23606-2899
Phone Number: (757) 596-1900
Fax Number: (757) 591-8560



- Type a reason for appointment.
- Select the "Priority" for appointment.
- Choose "Make appointment for" timeframe.
- Choose a "Start" and "End" date.
- Choose "Preferred date/time."
- Click "Submit."

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: Orthopaedic And Spine Center

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

*Select provider/group: Carlson, Jeffrey

*Select category: Dr. Carlson Appointment

*Select location: Orthopaedic And Spine Center Address

3) Submit Request

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

*Reason for appointment: Shoulder Pain

*Priority: Normal

*Make appointment for: This Week

*Start date: 03/11/2013

End date: 3/22/2013

*Preferred date/time: 8:00 AM to 4:30 PM

☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

***Disclaimer:**

If this is a true medical emergency please contact your Emergency Medical Services (911).

An appointment request will be answered by the end of the next business day.

We attempt to schedule all appointments based on your specific needs. If you need an immediate response we request that you call our office at (757) 596-1900.

Submit

8. Viewing Appointments

- Home Screen, Appointment reminders appear on the right

[Home](#)
[Inbox](#)
[Sent Items](#)
[My Account](#)

Welcome: Danielle Test, Last logged in: 3/15/2013 3:55:26 PM | [Logout](#)

[My Practices](#)
[My Appointments](#)
[My Medical Record](#)

[Research Center](#)

Orthopaedic And Spine Center Collapse

Experience Excellence at OSC

Experience Excellence at Orthopaedic and Spine Center in Newport News, VA. Led by a team of highly-qualified, experienced Orthopaedic Surgeons and Interventional Pain Management Specialists, OSC is nationally-recognized for our scope of services offered and medical expertise. Our physicians are recognized leaders in the development of

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Appointment Reminders (1 Items) Collapse

5/6/2013 8:45 AM with Jeffrey Carlson for Danielle Test

[See All](#)

Alerts (0 Items) Expand

- Click on appointment to view details
 - Cancel
 - Reschedule
 - Delete – **NOTE: if you delete, the appointment only deletes from your portal appointment list, this does not delete in OSC's scheduling system. Please cancel or reschedule to change appointment.**
- Click "See All" to view all appointments

☒ Include past appointments

Practice: All

Patient: All

Status	Patient	Provider	Practice	Location	Date
Cancel	Test, Danielle	Andrus, Jenny L	Orthopaedic And Spine Center	Orthopaedic And Spine Center	3/5/2013 4:15 PM
Booked	Test, Danielle	Carlson, Jeffrey R	Orthopaedic And Spine Center	Orthopaedic And Spine Center	5/6/2013 8:45 AM
Delete					

- Do not click "Delete" button – this will only delete appointments on your portal appointment list, not in OSC's scheduling system.

9. Request Health Record

- Click "Request Health Record" from Left Nav Bar.
- Choose the "Practice."
- Click "Submit."
- You will receive your health record in your portal inbox.

10. Research Center

- Click "Research Center" from Left Nav Bar.
- Browse health information.
 - NOTE:** This information does not replace the advice of a doctor. Healthwise, Incorporated disclaims any warranty or liability for your use of this information. Your use of this information means that you agree to the [Terms of Use](#). Healthwise is a [URAC accredited](#) health web site content provider. [Privacy Policy](#). [How this information was developed](#) to help you make better health decisions.

11. Account Settings

- Select "My Account" tab to change User Name, Password, Security Question and/or Forgotten Questions.
- Click "Edit."
- Type in new credentials and current password.
- Click "Submit."

User Name [Hide](#)

Your User Name kovacea04

User name must be between 6-20 characters and is case sensitive.

* New user name:

* Retype user name:

For security reasons, please provide your current password to confirm your identity.

* Current password:

Password [Hide](#)

Your Password *****

Password must be between 6-20 characters and contains at least one number and is case sensitive.

* New password:

* Retype password:

For security reasons, please provide your current password to confirm your identity.

* Current password:

Security Question [Hide](#)

To identify you as the account owner What is your mothers maiden name?

Current question: What is your mothers maiden name?

* New question:

* New answer:

* Retype answer:

For security reasons, please provide your current password to confirm your identity.

* Current password:

Forgot Password Question [Hide](#)

To request a password reset what is your puppy's name?

Current Question: what is your puppy's name?

* New question:

* Retype question:

* New answer:

* Retype answer:

For security reasons, please provide your current password to confirm your identity.

* Current password:

12. My Information (Left Nav Bar)

****Note: Does not update in OSC system, please call our office at 757-596-1900 to update information.**

- Add/Edit Address
- Add/Edit Email

13. Managing User Grants

- You can add someone to have full or partial access to your portal account.
- You can also be added on another OSC patient's account.
- Please call our office; we will add users to your account.

- d. Click “Manage User Grants” from Left Nav Bar.
- e. Click “Edit.”
 - i. Check - Allow full access.
 - ii. Uncheck – Allow full access and choose accordingly.

Manage User Grants

Who Manages My Account?

OSC Test - Orthopaedic And Spine Center [Hide](#)

Practice: Orthopaedic And Spine Center Expiration Date:

☒ Allow full access on my account

Module	View	Send/Complete
Appointments	☒	☐
Documents	☒	☐
Statements	☒	☐
Medications	☒	☒
Messages	☒	☒
Templates	☒	☒
Instant Medical History	☒	☒
PHR	☒	☐

Access expires: 

☒ Never expires

Accounts I Manage

Test Test - Orthopaedic And Spine Center [Edit](#)

14. Manage Practices

- a. If already enrolled into NextGen Patient Portal, log into account
- b. Click Manage Practices (Left Nav Bar)
- c. Enter token provided by OSC
- d. Enter email address provided to OSC
- e. Click “Submit”
- f. One User name & password, linked to multiple practices



NextGen Patient Portal Account Information

www.nextmd.com

User Name:

Password:

Security Question:

Security Answer:

Security Question #2:

Security Answer #2:

Email Address for Notifications:
