



# Patient Portal User Manual

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## Overview

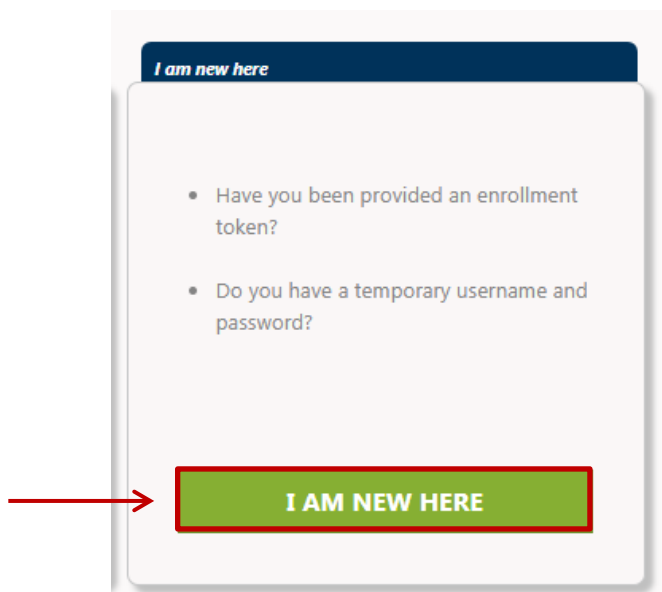
The South Bend Clinic Patient Portal (MyClinic) is a patient –oriented healthcare website that provides you with a fast, reliable, and easy-to-use method of communicating with your medical service provider. With MyClinic, you can connect with your doctor through a convenient, safe, and secure environment to:

- Electronically request a prescription refill instead of calling or waiting in line at the Clinic.
- Get your lab and test results sent to you electronically and privately.
- View, download or even share your chart summary and historical clinical information or most recent visit summary.
- Send a secure email message to your provider or their office with a clinical question or need.
- Request an appointment with any of your established physicians or providers.
- Online 24/7 scheduling is available for our Pediatric provider's.
- View your upcoming appointment's.
- Receive and review documents that are sent to your portal account.
- Receive and review patient education material.

## How do I enroll in MyClinic?

To enroll in MyClinic you will need a token # that can be requested from your provider's staff. Once you have a token # you will:

1. Go to the home page of [MyClinic](#) and click on the green button with 'I Am New Here'.



2. Agree to the Terms and Conditions by clicking 'I accept'

**Terms and Conditions**

**PRIVACY POLICY**

Please review our Privacy Policy, which as between you and NextGen Healthcare Information Systems, LLC, its corporate parent Quality Systems, Inc. and their respective subsidiaries and affiliates ("NextGen Healthcare") 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**

**I ACCEPT** **I DO NOT ACCEPT** **PRINT**

3. When the New to Patient Portal window pops up, click the radio button next to 'I was given an enrollment token'. Enter the token # that your provider's office has given to you; enter date of birth and valid email address. Then click 'next'.

**New to Patient Portal?**

*This is your first step to the enrollment process.*

*Please select the option that applies to you and provide the required information.*

I was given an enrollment token

\* Enrollment token:  **Token #**

[What is security token?](#)

\* Date of birth (mm/dd/yyyy):  **Date of Birth**

I do not have an email address

\* Email address:  **Email Address**

I have a temporary username and password

**NEXT** **CANCEL**

**! 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.

The next window will let you create all your enrollment credentials including:

- User name – must be between 6 and 50 characters and can be a combination of letters, numbers and special characters. Remember this is case sensitive.
- Password – must be between 5 and 50 characters with no spaces, must include at least one number, and can be a combination of letters, numbers and special characters.
- 2 Security Questions – The first question will be used as part of your login process. The second one will be used if you ever need to reset your password.

Then hit 'submit'.

You will now be on the home page of the MyClinic portal.

**Create enrollment credentials**

**Create your username**

Enter a username you want to use when you login. Asterisk (\*) denotes required field.

\* Username:

Username must be between 6 and 50 characters which may be a combination of letters, numbers and [special characters](#) and is case sensitive.

**Create your password**

Enter a password you want to use when you login. Asterisk (\*) denotes required field.

\* Password:

Password must be between 8 and 50 characters with no spaces, must include at least one numeric digit, is case sensitive, and can be a combination of letters and [special characters](#).

\* Retype Password:

**Create your login security authorization**

Choose a login security question and enter your answer. This question will be used as part of the login authorization process. You will be prompted to enter the answer for your selected question when you try to login to your account. Asterisk (\*) denotes required field.

\* Select a question:

\* Enter your answer:

\* Retype your answer:


**Create your password recovery credentials**

Create a forgotten password question and enter the answer. This question will be used in the password reset process. You will be prompted to enter the answer for this question in case you need to reset your password in the future. Asterisk (\*) denotes required field.

\* Create a question:

\* Enter your answer:

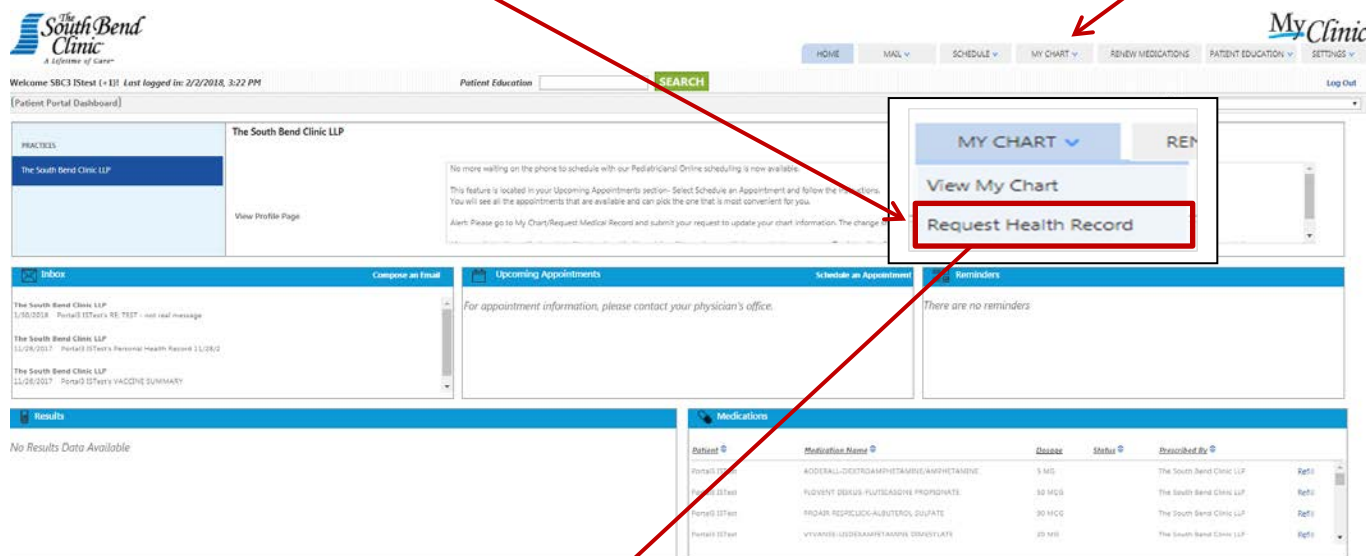
\* Retype your answer:

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## How do I see my medical records?

Once you are inside the portal, you will need to request your medical records. To do that click on 'My Chart' and then click on 'Request Health Record'.




## Request Personal Health Record

### 1) Select Practice and Patient

Please select the medical practice and the person on which behalf the request will be sent to the practice.

\*Practice:

\*Patient:

 Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice. Prescription refill request(s) will be addressed within 24 hours.

**SUBMIT**

Make sure you select 'The South Bend Clinic LLP' as your practice and if it gives you the option to select patient, make sure you select the correct person. Hit 'Submit'.

Your records will be imported within 24 hours. You will receive an email when that is complete.