

myUConnHealth – Doctors FREQUENTLY ASKED QUESTIONS

myUConnHealth - Doctors

Frequently Asked Questions

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How do I enroll in myUConnHealth - Doctors?

How do I enroll in myUConnHealth – Doctors?

When you have an office visit at UConn Health, you will be asked to provide your email address. If you provide your email address, or it is already on file, you will receive an email from myUConnHealth within a few days of your visit. This email provides you a temporary ID, password, a link to myUConnHealth – Doctors and instructions on how to proceed.

Please read the step-by-step instructions and images in this document to assist you.

Please note that UConn Health has multiple independent patient portals. These instructions are for outpatient services. For help with portal access for hospital services, please visit <u>myuconnhealth.org</u>.

Instructions

You will receive a notification from myUConnHealth – Doctors that you have been temporarily enrolled in the Patient Portal. The email includes your temporary user ID and password.



After following the myUConnHealth link from your email invitation, click "I am new here" to begin enrollment.

Already a member?	I am new here
/elcome!	
lease note that the username and password fields are case insitive and the password must contain at least one number.	
Username	Have you been provided an enrollment
Usemame	token?
Password	
Password	 Do you have a temporary username and
Need help with your username and password?	password?
LOG IN	I AM NEW HERE

The Terms and Conditions page (Figure A) will display. Please review and select "I ACCEPT."

This will open the "**New to Patient Portal?**" page (Figure B). Select I have a temporary user name and password.

Note: Your temporary user name and password was provided to you in the email you received inviting you to complete the enrollment process.

Figure A	Figure B
Terms and Conditions	New to Patient Portal? This is your first step to the enrollment process.
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 NextGent Portal (formerly known as NextMDB), to understand our practices.	Please select the option that applies to you and provide the required information. I was given an enrollment taken I have a temporary username and password
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 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	REVI CANCEL 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.

Once you have provided your log in information, you will be prompted to answer the security question. The answer to this question is "blue" (this is not case sensitive).

Any person who knowingly with and filing false information for n committed a fraudulent act whic penalties.	the intent to defraud any medical agency by concealing nedical care or treatment may be found to have ch is a crime and may be subject to criminal and civil
What is your favorite color?	••••
	Submit

After selecting "Submit," you will create a personal user name, password, and security questions.

Any person who knowingly with the in information for medical care or treatn crime and may be subject to criminal	ntent to defraud any medical agency by concealing and filing false nent may be found to have committed a fraudulent act which is a and civil penalties.
Create your user name	
nter a user name you want to use when you	u login to NextGen Patient Portal. Asterisk (*) denotes required field.
* User name	e: Sageness
	User name must be between 6 – 20 characters and is case sensitive.
* Retype user name	e: Sageness
Create your user name	Ingin to NevtGen Datient Portal Asterick (*) denotes required field
* Password	d:
	Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.
* Retype password	d:
Create your login security authorization - Choose a login security question and enter y	your answer. This question will be used as part of the login
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question	your answer. This question will be used as part of the login I to enter the answer for your selected question when you try to logi ed field.
Create your login security authorization Choose a login security question and entery authorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question	your answer. This question will be used as part of the login I to enter the answer for your selected question when you try to logi ed field. n: What was the name of your first pet?
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question * Enter your answe	your answer. This question will be used as part of the login I to enter the answer for your selected question when you try to logi ed field. What was the name of your first pet?
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question * Enter your answe * Retype your answe	your answer. This question will be used as part of the login I to enter the answer for your selected question when you try to logined field. What was the name of your first pet? Duncan
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question * Enter your answe * Retype your answe	your answer. This question will be used as part of the login I to enter the answer for your selected question when you try to logined field. The What was the name of your first pet? The Duncan
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question * Enter your answe * Retype your answe Create your password recovery credential Create a forgotten password question and e process. You will be prompted to enter the a uture. Asterisk (*) denotes required field.	your answer. This question will be used as part of the login It to enter the answer for your selected question when you try to logined it field. What was the name of your first pet? Duncan Juncan Is Inter the answer. This question will be used in the password reset answer for this question in case you need to reset your password in the
Create your login security authorization Choose a login security question and entery buthorization process. You will be prompted o your account. Asterisk (*) denotes require * Select a question * Enter your answe * Retype your answe Create your password recovery credential Create a forgotten password question and e process. You will be prompted to enter the a uture. Asterisk (*) denotes required field. * Create a question	your answer. This question will be used as part of the login If to enter the answer for your selected question when you try to logined if field. What was the name of your first pet? Duncan Duncan Is Inter the answer. This question will be used in the password reset answer for this question in case you need to reset your password in the Mere did you meet Duncan?
Create your login security authorization * Select a question * Enter your answe Create your password recovery credential Create a forgotten password question and e torocess. You will be prompted to enter the a uture. Asterisk (*) denotes required * Create a question * Create a forgotten password question and e process. You will be prompted to enter the a uture. Asterisk (*) denotes required field. * Create a question * Enter your answe	your answer. This question will be used as part of the login It to enter the answer for your selected question when you try to login ed field. What was the name of your first pet? Duncan Duncan Jouncan Is meter the answer. This question will be used in the password reset answer for this question in case you need to reset your password in the meter the answer. This question in case you need to reset your password in the meter the did you meet Duncan? Tr Kingston

After selecting **"Submit**," you will see a pop-up verifying a successfully information update. You may then select **"Continue."**



WHAT IS NEXTGEN AND NEXTMD?

Why do I see references to NextMD and NextGen?

UConn Health's electronic medical record system is a computer version of your health information which allows your providers to quickly and accurately document and retrieve your records. We have partnered with NextGen to create your electronic medical record so you may see NextGen or NextMD while using myUConnHealth – Doctors.

I misplaced my enrollment letter, or have forgotten my user name or password.

To obtain access to your account, go to the myUConnHealth – Doctors log in screen. Select "**Need help** with your user name or password?"

Forgot your Login information?
I'm having problems signing in.
◎ I forgot my Username
© I forgot my Password
◎ I have my password reset token
$\ensuremath{\mathbb O} I$ do not remember any of my login credentials
SUBMIT CANCEL
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.

Select "I am having problems signing in" and fill out the information requested (circled below). Click the "Next" button.

📥 FRAUD WARNING	
Any person who knowingly information for medical ca crime and may be subject t	with the intent to defraud any medical agency by concealing and filing fals re or treatment may be found to have committed a fraudulent act which is a to criminal and civil penalties.
Help us to locate your Patient Portal	account - We'll use the information below to find your account in our records.
⊂ © I have my user name	
Please enter your user name.	
User name:	
I'm having problems sign	ing in
Please enter your information	n so that we can locate your account.
First Name:	dawn
Last Name:	zzztest
Email address:	ngfreeze@yahoo.com
Date of Birth (mm/dd/yyyy):	05/05/1966
Zip	06111 -
	ess and password reset token given to you by your practice.
Please enter your email addr	
Please enter your email addr Reset token:	

Check your personal email for a reset notification.

- 11 🖬 🖩 😁 💶				
🖍 Compose		前 Delete 🛛 💿 Move 🗸	😵 Spam 👻 🚥 More 🕶	
Inbox (5) Drafts	Join NRA	NRA Sponsored	Free Pocket Knife! Join Today for \$25 and Get Your Choice of NRA Monthly Magazine. NRA Member Card a	*
Sent		🔍 myUConnHeal 🍳 🌐 ★	NextGen Patient Portal Password Reset myUConnHealth Password Reset Notification To	11:06 AM
Spam		myUConnHealth	NextGen Patient Portal Password Reset myUConnHealth Password Reset Notification To: D	10:51 AM

Open the message and click the blue link (circled below).

	NEXT <u>GEN</u> ®	myUConnHealth Password Reset Notification	
<	This email has been sent to you as part tha link below and follow the on-screen i Forgot Password Link If you did not request a new password, p	of your request to reset your myUConnHealth User Account password. In order to complete the password reset process, yo instructions.	u must click on
	Please retain this email for your records	ι.	
	Please note: This email was se	ent from a notification-only address that cannot accept incoming email. Please do not reply to this message	
	This email, including attachments, r addressed. If the reader of this email distribution or copying of this email is	may include confidential and/or proprietary information, and may be used only by the person or entity to which it is all is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, s prohibited. If you have received this email in error, please notify the sender by contacting your doctor's office and delete this e-mail immediately.	
		_myUConnHealth	

Your temporary user name will appear in the "Reset log in credentials screen" as seen below.

Reset login credentials	
Any person who knowingly with the int information for medical care or treatme crime and may be subject to criminal ar	ent to defraud any medical agency by concealing and filing false int may be found to have committed a fraudulent act which is a nd civil penalties.
Username:	ZZZZTEST219410
Reset your password	
Enter a password you want to use when you log	jin to NextGen Patient Portal. Asterisk (*) denotes required field.
* Password:	
	Password must be between 6-20 characters which can be
	a combination of letters, numbers and special characters and is case sensitive.
* Retype password:	
Reset your login security authorization	
Choose a login security question and enter you authorization process. You will be prompted to your account. Asterisk (*) denotes required field	r answer. This question will be used as part of the login enter the answer for your selected question when you try to login to I.
* Select a question:	
* Enter your answer:	
* Retype your answer:	
Reset your password recovery credentials	
Create a forgotten password question and ente process. You will be prompted to enter the ansy future. Asterisk (*) denotes required field.	r the answer. This question will be used in the password reset wer for this question in case you need to reset your password in the
* Create a question:	

Complete the questions and select **"Submit."** You will have to sign in again after this step, selecting and confirming a password, as well as creating security questions and answers. See example below.

Create enrollment credentials				
Any person who knowingly with the inte information for medical care or treatme crime and may be subject to criminal ar	ent to defraud any medical agency by concealing and filing false ant may be found to have committed a fraudulent act which is a nd civil penalties.			
Create your user name Enter a user name you want to use when you	login to NextGen Patient Portal. Asterisk (*) denotes required field.			
* User name:	Sageness			
	User name must be between 6 – 20 characters and is case sensitive.			
* Retype user name:	Sageness			
Create your user name Enter a password you want to use when you lo	ogin to NextGen Patient Portal. Asterisk (*) denotes required field.			
* Password:	•••••			
	Password must be between 6-20 characters which can be a combination of letters, numbers and special characters and is case sensitive.			
* Retype password:	•••••			
Create your login security authorization Choose a login security question and enter yo authorization process. You will be prompted t to your account. Asterisk (*) denotes required	our answer. This question will be used as part of the login o enter the answer for your selected question when you try to login field.			
* Select a question:	What was the name of your first pet?			
* Enter your answer:	Duncan			

CHANGING MY EMAIL ADDRESS

Can I change my email address in myUConnHealth – Doctors? Will that change be reflected in all my UConn Health records?

Yes, you can change your email address within the myUConnHealth – Doctors, patient portal. This change will only affect your email address in the portal, not our other systems. Contact Central Registration at 860-679-1600 to update your information in our other systems.

REQUEST YOUR PERSONAL HEALTH RECORD

My UConnHealth – Doctors portal can be used for secure communication between you and the UConn Health outpatient practices that are using an electronic health record.

In order to view your personal health record or updated health information, log into my UConnHealth – Doctors, where you will see various tabs on the upper right portion of the screen. Under the "My Chart" tab click on "Request Health Record" as shown below.

HOME	MAIL	SCHEDULE	MY CHART	RESEARCH	SETTINGS
			View My Chart		Log Out
Request Health Record					

Click "Submit" on the next screen, see example. This sends a request for your most up-to-date personal 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: myUConnHealth								
This disclaimer message will be presented to users in NextMD's Personal Health Record Module.								
Submit								

REQUEST YOUR PERSONAL HEALTH RECORD

You will get an email on the portal, as shown below, when the personal health record has been processed. It will show in the home page inbox section or you can select the **"Mail"** tab, then the **"Inbox"** option to make the entire screen your inbox view. This will also update your lab and medication sections.

Welcom	e SNAKE	ZZZZTEST!				
Practic	e: All	•	To: All	- Type: All	-	Sent Items
		Туре	То	From	Subject	Compose Message
1	1	Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
	۵ 🚖	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	Disability letter sent	myUConnHealth
	🌒 🗐	Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
m		Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	QUEST_REQUISITION	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	TESTLABSLIP.pdf	myUConnHealth
	🖂 ()	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	lab req	myUConnHealth
	1	Documents	SNAKE ZZZZTEST	myUConnHealth	Learning About How to Help a Child Cop	myUConnHealth
1	24	Personal Heal	SNAKE ZZZZTEST	myUConnHealth	Personal Health Record 10/21/2014	myUConnHealth

Over time, you will have different versions of your personal health record. Cick on the date of the version you want to view. See example below.

10/21/2014	*	Each browser has its own settings	o control how PDFs open from a web page. If yo	u do not see your document open below, click 'Download My Data' button below.
10/20/2014		Chart 10/21/2014		
10/15/2014				
10/14/2014		🗉 👂 🏦 🗣 Page	1 of 14	- + Automatic Zoom +
10/10/2014				Continuity of Care Document (C-CDA)
10/02/2014		Palient	SNAKE 2222TEST	, , ,
09/30/2014		Date of hirth	April 4, 1935	
00/20/2014	=	Sex	Male	
09/29/2014		Race(s)	White	
09/25/2014		Ethnicity	Not Hispanic or Latino	
09/23/2014		Language(s)	English (Preferred)	
09/22/2014		Contact info	1 SNAKE DR Manchester, CT 06040 Tel: +1-0000000000	

UPDATED HEALTH INFORMATION

How can I view updated health information in myUConnHealth - Doctors?

In order to view updated health information log in to myUConnHealth – Doctors, where you will see various tabs on the right upper portion of the screen. Under the "**My Chart**" tab click on "**Request Health Record**" (circled below). This sends a request for your updated personal health record. The request can take up to 24 hours to be processed, though it is often quicker.

Patient Portal Dashboard)				SNAKE 2	Request Health Record		
Inbox Compose an Email	Upcoming A	Or Upcoming Appointments			Reminders		
myUConnHealth 10/28/2014 SNAKE ZZZZTEST's Letter_Disability	There are no upcoming ap	pointments	There	e are no reminders			
myUConnHealth 10/28/2014 SNAKE ZZZZTEST's Disability letter							
myUConnHealth 10/28/2014 SNAKE ZZZZTEST's Letter_Disability							
Lab Results		Medications					
No Labs Data found		Patient:	Medication Name:	Dosage:	Prescribed By:		
		MADRID ZZZZTEST	CHILDREN'S TYLENOL-A	160 MG/5ML	myUConnHealth		

You will get an email in the portal email inbox, as shown below, when the personal health record has been processed. It will show in the home page inbox section or you can select the **"Mail"** tab, then the **"Inbox"** option to make the entire screen your inbox view.

Velcome	SNAKE 2	ZZZZTEST!				
Practice	All	-	To: All	- Type: All	•	Sent Items
		Туре	То	From	Subject	Compose Message
		Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
	🚖 Ø	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	Disability letter sent	myUConnHealth
	🎒 🤿	Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealt
		Documents	SNAKE ZZZZTEST	myUConnHealth	QUEST_REQUISITION	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	TESTLABSLIP.pdf	myUConnHealth
	🖂 ()	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	lab req	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	Learning About How to Help a Child Cop	myUConnHealth
	264	Personal Heal	SNAKE ZZZZTEST	myUConnHealth	Personal Health Record 10/21/2014	myUConnHealth

LAB RESULTS

Can I see my lab results in myUConnHealth - Doctors?

Lab tests typically take a few days to complete and sent to the requesting provider. In myUConnHealth – Doctors, lab results are available once your provider has reviewed them.

In order to view updated health information such as new lab results, log in to myUConnHealth – Doctors, where you will see various tabs on the right upper portion of the screen. Under the **"My Chart"** tab click on **"Request Health Record"** (circled below). This sends a request for your updated personal health record. The request can take up to 24 hours to be processed, though it is often quicker.



You will get an email on the portal, as shown below, when the personal health record has been processed. It will show in the home page inbox section or you can select the "**Mail**" tab, then the "**Inbox**" option to make the entire screen your inbox view.

Welcome	SNAKE	ZZZZTEST!				
Practice:	All	•	To: All	• Type: All	•	Sent Items
		Туре	То	From	Subject	Compose Message
		Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
	۵ 🚖	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	Disability letter sent	myUConnHealth
]	Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	Letter_Disability	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	QUEST_REQUISITION	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	TESTLABSLIP.pdf	myUConnHealth
	🖂 ()	Messages	SNAKE ZZZZTEST	Bryan Pelletier RN	lab req	myUConnHealth
		Documents	SNAKE ZZZZTEST	myUConnHealth	Learning About How to Help a Child Cop	myUConnHealth
	260	Personal Heal	SNAKE ZZZZTEST	myUConnHealth	Personal Health Record 10/21/2014	myUConnHealth

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ABOUT THE MEDICATIONS BOX

I see lots of medications listed, some I am not even taking any more, why?

The medications are displayed with active medications listed first followed by inactive medications. The record will show all medications we have in your electronic medical record.

Inactive medications are indicated in the field after the dosage column as shown below on the second line.

				Inactive	
Medications					
Patient:	Medication Name:	Dosage:	/	Prescribed By:	
SAGE ZZZZTEST	AMLODIPINE BESYLATE	5 MG	•	myUConnHealth	Refill
SAGE ZZZZTEST	DILANTIN-125-PHENYT	125 MG/5ML	Ø	myUConnHealth	Refill

APPOINTMENTS ARE NOT LISTED

I see a message that I do not have any appointments, but I know I have scheduled appointments.

We have partnered with NextGen to provide your medical information through myUConnHealth – Doctors, however this portal does not have access to registration, appointment, or billing functions. We are working with NextGen to eliminate this confusing, erroneous message.

SENDING EMAILS TO YOUR PROVIDER

How do I send secure emails to my provider's office?

The myUConnHealth – Doctors portal has an email feature that is secured. Although you will receive general email in your personal email account to notify you when there is new information in the portal, that does not contain any personal or medical information.

Use the myUConnHealth – Doctors email function to send routine health related questions to your provider. It may take a day or two to get a reply from an email, so if you need immediate assistance, call the office directly.

To create an email you can either select the "**Compose Email**" in the Inbox or you can use the "**Mail**" tab and then select "**Compose Message**" (circled below).

Inbert Compare as (and	Upcoming	Appointments		Remude	13	
nyKKonaleath 1/06/2014 SHAR ZZZZTESP's Resonal H nyKKonaleath 1/06/2014 SHAR ZZZZTESP's Resonal H nyKKonaleath 1/06/2014 SHAR ZZZZTESP's Resonal H	There are no upcoming	appointments	The	e are no remind	ers	
ab Results		Medications				
lo Labs Data found		Patient:	Medication Name:	Dosoge:		Prescribed By:
		MADRID ZZZZTEST	ORDREN'S TYLENO	160 MG/SML		myOConnPlealth
		SNACE ZZZZTEST	DILANTIN-125-PHEN.	. 125 MG/5ML		Prescribed Dsewhere
		SNACE 2222TEST	LIPITOR-ATORVASTA.	20 MG		myUConnHealth
		SNAKE ZZZZTEST	PREDNESONE	20 MG		Prescribed Elsewhere
		MADRID ZZZZTEST	BACTRUM-SULFAMET.	400MG-80MG	0	myUConnHealth

SENDING EMAILS TO YOUR PROVIDER

On the "**Compose Message**" screen, there are four boxes with a drop down arrow (circled below). If you only have one option, the default information is already selected. Otherwise, select the appropriate information from the list shown. Use caution when selecting the provider name from the drop down menu as some providers have the same or similar last names. Once these four boxes contain the correct information, fill in the subject and message. Once complete, press the "**Submit**" button to send the message.

Welcome SNAKE ZZZZTEST!	Log Out
Compose Message	
1) Select Practice and Patient	
Practice: myUCcnnHealth	
2) Select Message Category and Recipient Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.	
* Subject	
Disclaimer: Do not use this messaging system for emergencies. There is no guarantee of how quickly your message will be read. Please double check your physician selection. If the wrong Physician is selected your message may not be processed. Submit	
51996-3014 NextGen Healthcare Information Systems, LLC	Low Guide Statutes Ger Anstant Reader Minaci Police Institut Trouble English 💌

UNUSED FEATURES

I saw some features in the user guide but I cannot find them on myUConnHeath – Doctors.

UConn Health has partnered with NextGen to create your electronic medical record and myUConnHealth – Doctors. The NextGen software includes features to serve the needs of various clients. However, all clients do not use all features. The following features are included in the user guide, but are not in use by myUConnHealth – Doctors:

Making Appointments

Please call 1-844-MYUCONN, then select the option for myUConnHealth – Doctors, and then the option to make an appointment.

Refilling Prescriptions

Please call your pharmacy to refill a prescription.

Bill Payment and Billing Statements

UConn Health's billing system is not integrated with myUConnHealth – Doctors.