

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?

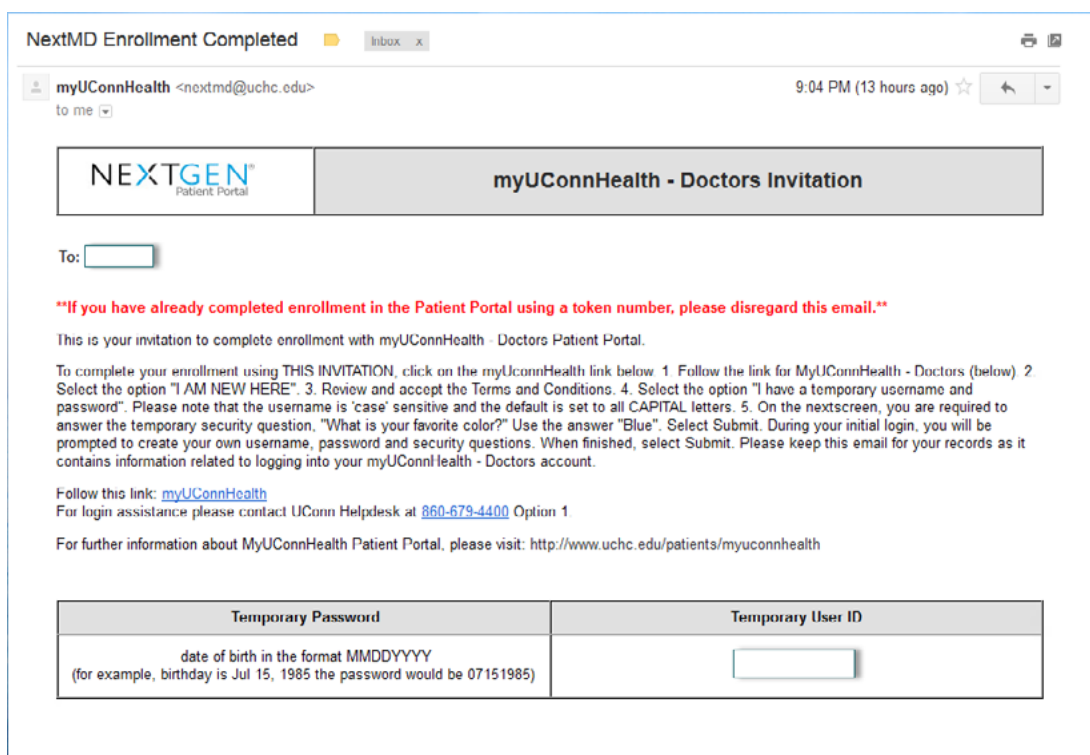
When you have an office visit at UConn Health, you will be asked to provide your email address. If you provide your email address, or it is already on file, you will receive an email from myUConnHealth within a few days of your visit. This email provides you a temporary ID, password, a link to myUConnHealth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

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

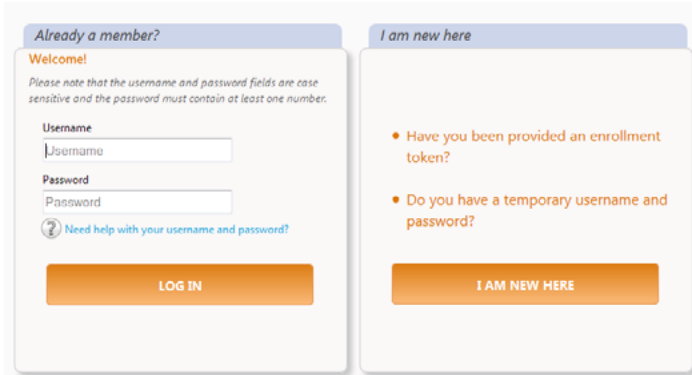
Please note that UConn Health has multiple independent patient portals. These instructions are for outpatient services. For help with portal access for hospital services, please visit myuconnhealth.org.

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.



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

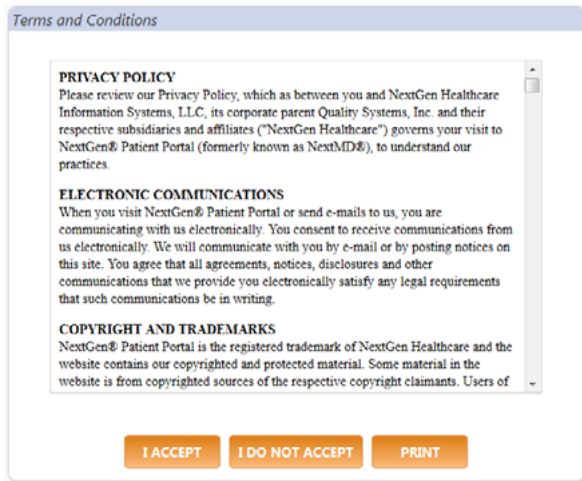
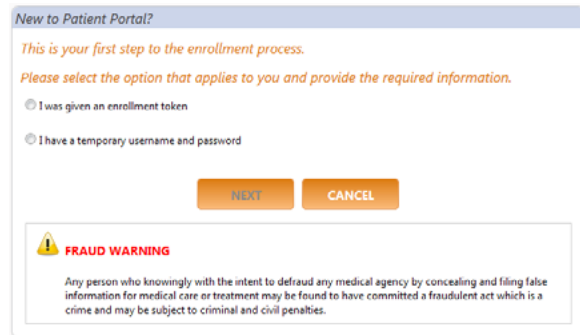



Figure B



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).

Answer Your Security Question


 **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.

What is your favorite color?

Submit

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

 **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.

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:**
User name must be between 6 – 20 characters and is case sensitive.

* **Retype user name:**

Create your user name

Enter a password you want to use when you login 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 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:**

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

Create enrollment credentials

 **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.

Create your user name _____
Enter a user name you want to use when you login to NextGen Patient Portal. Asterisk (*) denotes required field.

Your new NextGen Patient Portal login information

You have successfully updated your NextGen Patient Portal login information. Please click on the Continue button to access your account.

Continue

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.

LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

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
- I do not remember any of my login credentials

SUBMIT **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.

LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

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

Forgot your Login information?

 **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.

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 signing in

Please enter your information so that we can locate your account.

First Name:

Last Name:

Email address:

Date of Birth (mm/dd/yyyy):

Zip -

I have my reset token

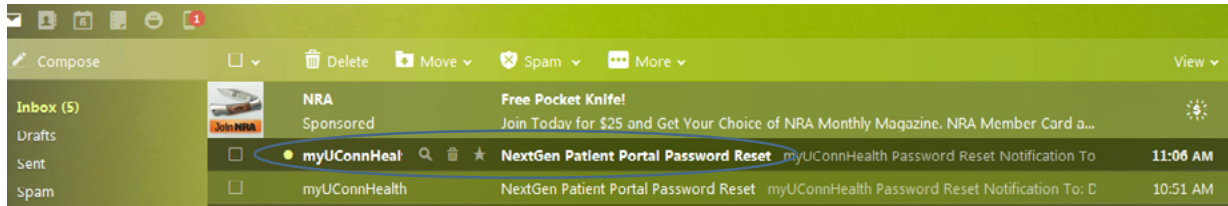
Please enter your email address and password reset token given to you by your practice.

Reset token:

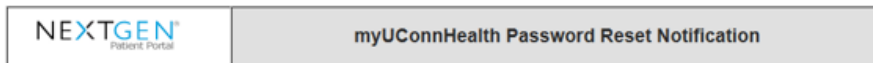
Email address:

LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

Check your personal email for a reset notification.



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



This email has been sent to you as part of your request to reset your myUConnHealth User Account password. In order to complete the password reset process, you must click on the link below and follow the on-screen instructions.

[Forgot Password Link](#)

If you did not request a new password, please contact your practice immediately.

Please retain this email for your records.

Please note: This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message


This email, including attachments, may include confidential and/or proprietary information, and may be used only by the person or entity to which it is addressed. If the reader of this email is not the intended recipient or his or her authorized agent, the reader is hereby notified that any dissemination, distribution or copying of this email is 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](#)

LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

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

Reset login credentials

 **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.

Username: ZZZZTEST219410

Reset your password

Enter a password you want to use when you login 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 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:**

Reset 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:**

LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

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

 **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.

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:**
User name must be between 6 – 20 characters and is case sensitive.

* **Retype user name:**

Create your user name

Enter a password you want to use when you login 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 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:**

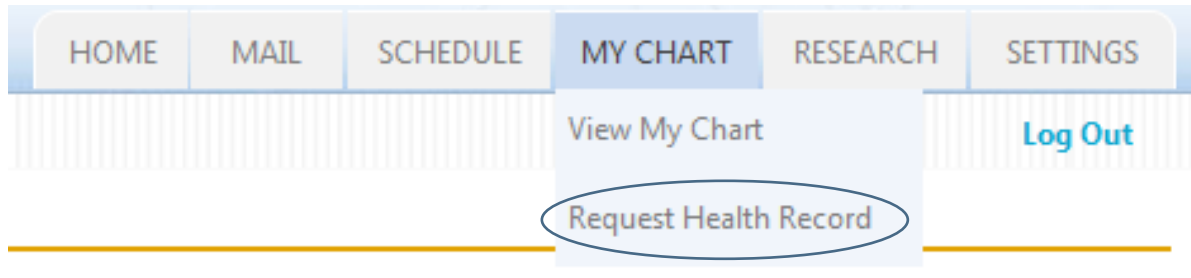
* **Enter your answer:**

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.

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.

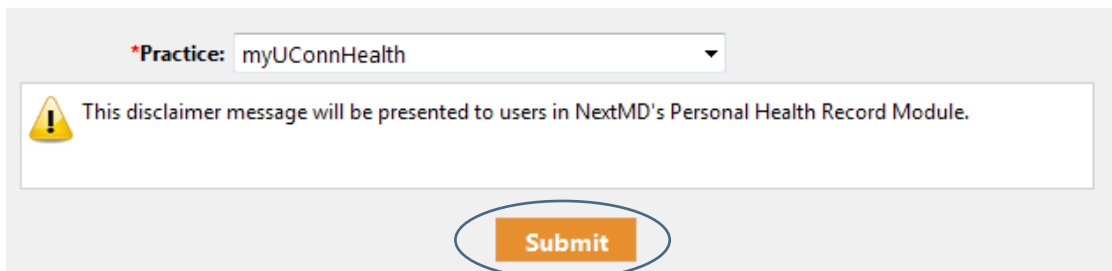


Click “Submit” on the next screen, see example. This sends a request for your most up-to-date personal health record.

Request Personal Health Record

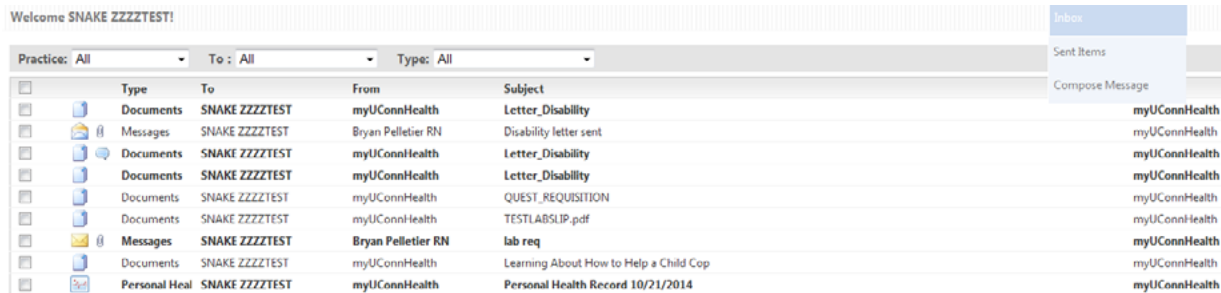
1) Select Practice and Patient

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

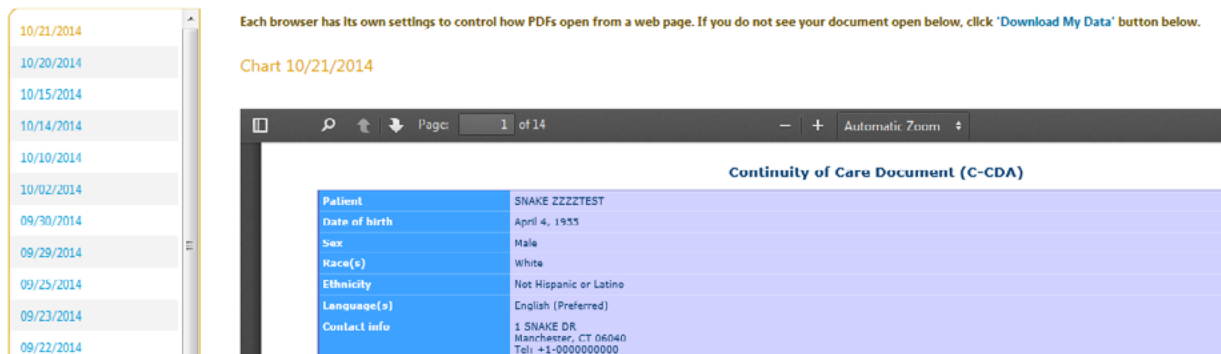


REQUEST YOUR PERSONAL HEALTH RECORD

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.

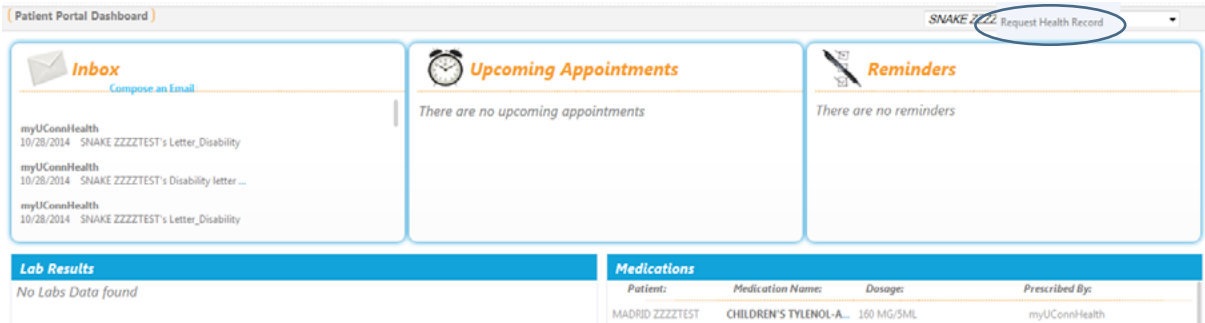


Over time, you will have different versions of your personal health record. Click on the date of the version you want to view. See example below.

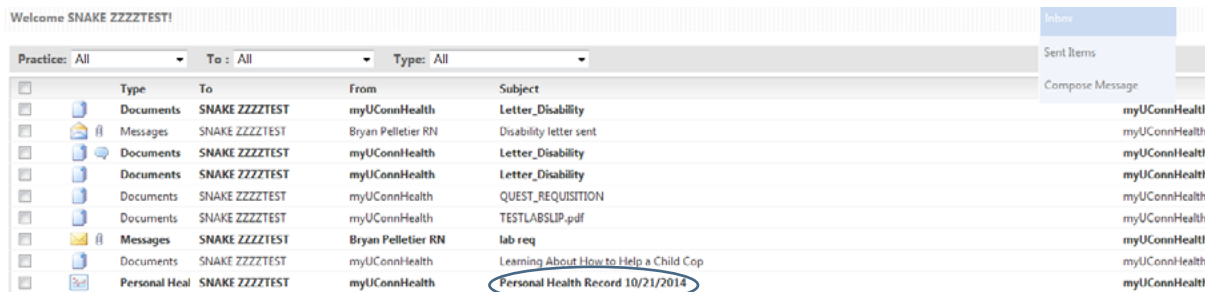


How can I view updated health information in myUConnHealth – Doctors?

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.



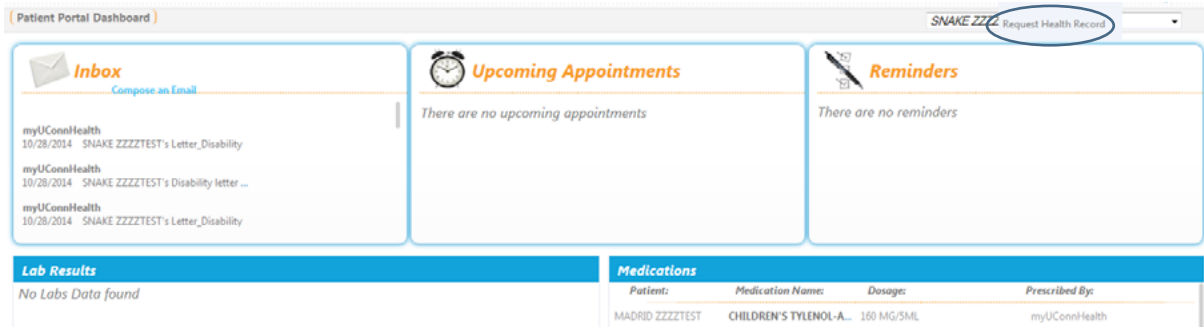
You will get an email in the portal email inbox, as shown below, when the personal health record has been processed. It will show in the home page inbox section or you can select the “Mail” tab, then the “Inbox” option to make the entire screen your inbox view.



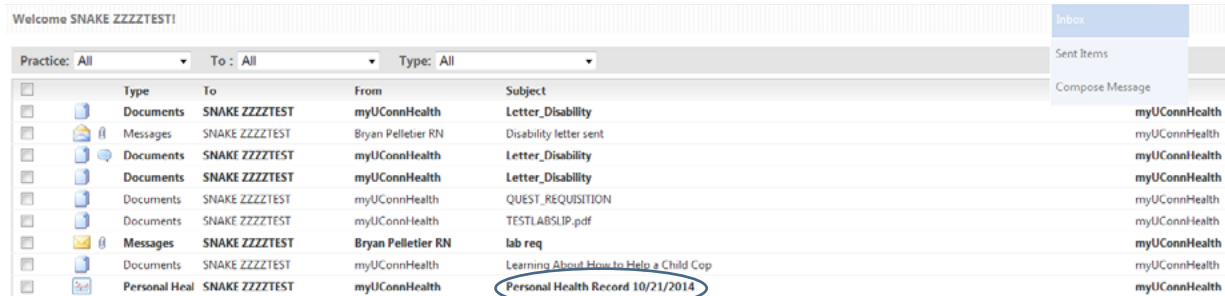
Can I see my lab results in myUConnHealth – Doctors?

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.

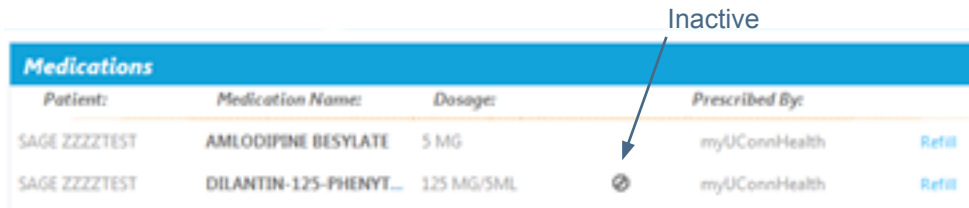


ABOUT THE MEDICATIONS BOX

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.



The image shows a screenshot of a 'Medications' table. The table has a blue header with the title 'Medications'. Below the header, there are two rows of medication data. The first row is for 'AMLODIPINE BESYLATE' and the second row is for 'DILANTIN-125-PHENYT...'. The second row has a small circular icon with a diagonal slash in the dosage column, which is labeled 'Inactive' with an arrow pointing to it. The 'Prescribed By' column for both rows shows 'myUConnHealth' and a 'Refill' link.

Patient:	Medication Name:	Dosage:		Prescribed By:	
SAGE ZZZZTEST	AMLODIPINE BESYLATE	5 MG		myUConnHealth	Refill
SAGE ZZZZTEST	DILANTIN-125-PHENYT...	125 MG/SML	⊗	myUConnHealth	Refill

APPOINTMENTS ARE NOT LISTED

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

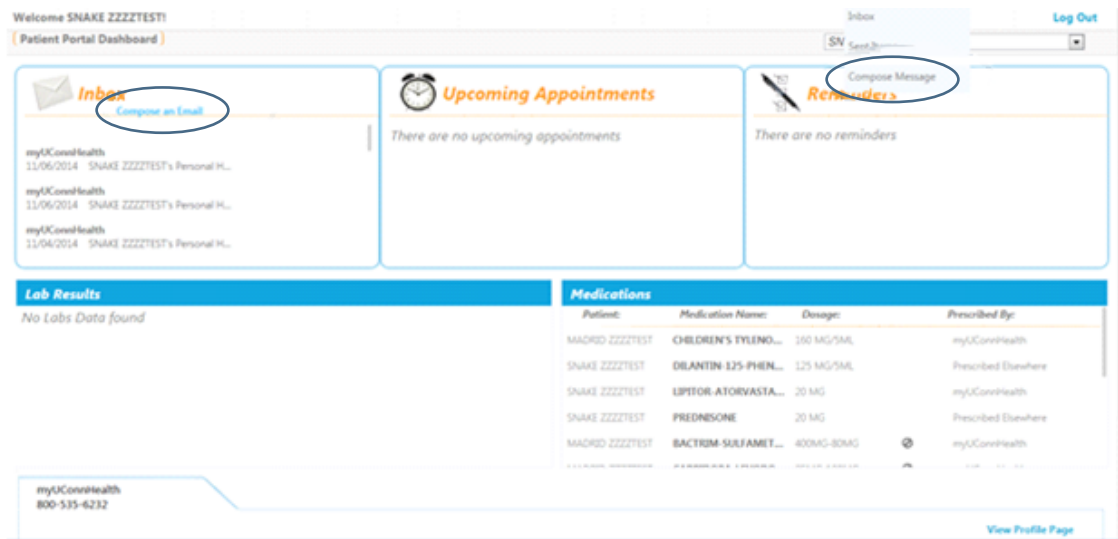
We have partnered with NextGen to provide your medical information through myUConnHealth – Doctors, however this portal does not have access to registration, appointment, or billing functions. We are working with NextGen to eliminate this confusing, erroneous message.

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).



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: myUConnHealth

*Send on behalf of: Self

2) Select Message Category and Recipient

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

Category: Medical Question

*To: Provider, Test

*Subject:

*Message:

Submit

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.

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