myUConnHealth – Doctors

Frequently Asked Questions

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ENROLLMENT

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.
ENROLLMENT

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).
Enrollment

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: 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 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: What was the name of your first pet?

* Enter your answer: Duncan

* Retype your answer: Duncan

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: Where did you meet Duncan?

* Enter your answer: Kingston

* Retype your answer: Kingston

Submit
After selecting “Submit,” you will see a pop-up verifying a successfully information update. You may then select “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?”
Select “I am having problems signing in” and fill out the information requested (circled below). Click the “Next” button.
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).
LOST ENROLLMENT LETTER/FORGOTTEN USER NAME OR PASSWORD

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

[Image of the Reset log in credentials screen]

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.

<table>
<thead>
<tr>
<th>Create enrollment credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FRAUD WARNING</strong></td>
</tr>
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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: 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.

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