

## Appointments in NextGen Patient Portal

You can complete an appointment request; submit it and wait (up to 3 days) for a response from the practice. This should only be used for routine, non-urgent appointments.

### Starting an Appointment Request

Use the following procedure to begin an appointment request. These options are determined by your practice. A red asterisk next to a field name indicates a required entry.

#### To start an appointment request:

1. From either the **Inbox** tab, **Sent Items** tab or the navigation pane, click the **Request Appointment** link.
2. The *Appointment Request* form displays.



Scroll to the **Select Provider and Location** section and complete as follows:

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 field

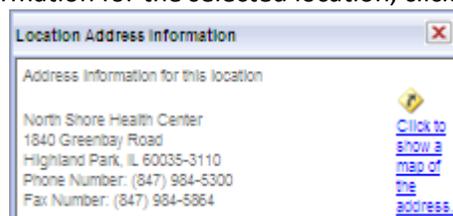
\*Select provider/group: Juiris, Tahira

\*Select category: Annual Check Up

\*Select location: F NSH General Medicine [Address](#)

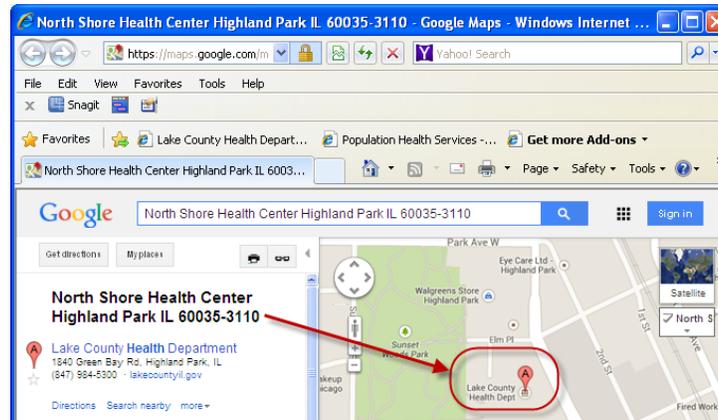
Hours of operation: Mon: 8:00 AM - 8:00 PM  
Tue: 8:00 AM - 8:00 PM  
Wed: 8:00 AM - 8:00 PM  
Thu: 8:00 AM - 8:00 PM  
Fri: 8:00 AM - 5:00 PM  
Sat: 8:00 AM - 12:30 PM

- Select the **provider** or **group** who you want to see for your appointment.
- Select the **category** or type of appointment you want to schedule, such as consultation or follow-up. Categories are specific to each practice, so the categories in the list vary by practice.
- Select the office or facility **location** where you want to schedule the appointment (specific to location provider selected practices).
- The hours of operations display when you select a location.
- To view the address information for the selected location, click the **Address** link.



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- If needed, click the **Map** icon to view the address information for a selected location in a new window.



### Submitting an Appointment Request

Submitting an appointment request does not guarantee an actual appointment with your physician. It must be confirmed by the medical practice before it is considered a booked appointment. Allow at least 72 hours to receive a response. If needed, you can then request a change the request. Please only use this for routine/non-urgent appointments.

#### To submit an appointment request:

1. Complete Sections 1 and 2 of the Appointment Request form. (see "Starting an Appointment Request")
2. Scroll to the **3) Submit Request** section.

#### 3) Submit Request

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

\*Reason for appointment:

\*Priority:

\*Make appointment for:

\*Preferred date/time:  to

Mon  Tue  Wed  Thu  Fri  Sat

Alternate date/time:  to

Mon  Tue  Wed  Thu  Fri  Sat

 \*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital.

For Lab appointments please contact your health center directly.

Appointment requests will be answered within 3 business days.

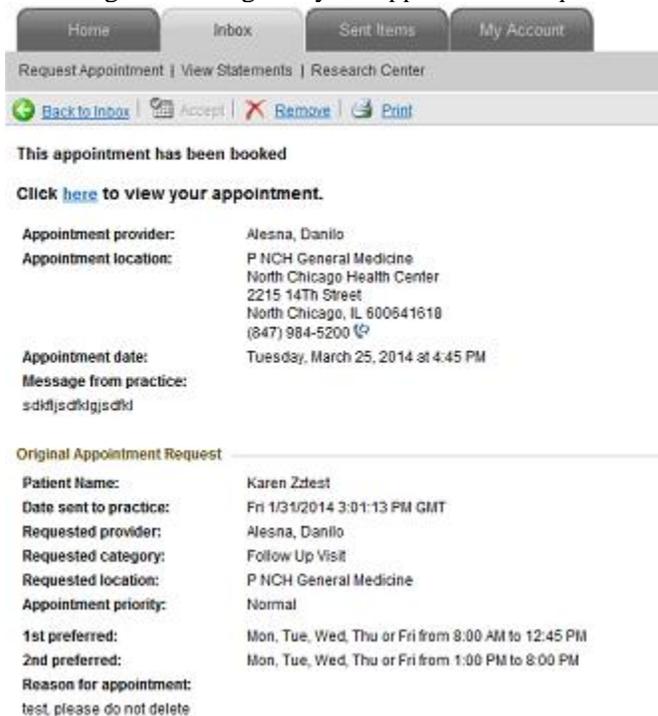
**Submit**

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- Enter or select the following information:
  - Reason for appointment:** Enter the reason for the appointment.
  - Priority:** Choose the level of urgency (Low, Normal, or High).
  - Make appointment for:** Choose the time frame for your appointment, such as next week or next month.
  - Preferred date/time:** Choose a time within the hours of operation (displayed beneath the selected location) and then check a corresponding box for the day when you would like to schedule the appointment.
  - Alternate date/time:** If available, choose an alternate day and time when you would like to schedule the appointment if the preferred time is not available and then check a corresponding box for the day when you would like to schedule the appointment.

- Click **Submit**.

A message indicating that your appointment request has been successfully submitted displays.



Home | Inbox | Sent Items | My Account  
 Request Appointment | View Statements | Research Center  
[Back to Inbox](#) | [Accept](#) | [Remove](#) | [Print](#)

**This appointment has been booked**

Click [here](#) to view your appointment.

**Appointment provider:** Alesna, Danilo  
**Appointment location:** P NCH General Medicine  
 North Chicago Health Center  
 2215 14Th Street  
 North Chicago, IL 600641618  
 (847) 984-5200

**Appointment date:** Tuesday, March 25, 2014 at 4:45 PM  
**Message from practice:**  
 s:didjjsdfkjgjsdfkl

**Original Appointment Request**

**Patient Name:** Karen Zzlest  
**Date sent to practice:** Fri 1/31/2014 3:01:13 PM GMT  
**Requested provider:** Alesna, Danilo  
**Requested category:** Follow Up Visit  
**Requested location:** P NCH General Medicine  
**Appointment priority:** Normal  
**1st preferred:** Mon, Tue, Wed, Thu or Fri from 8:00 AM to 12:45 PM  
**2nd preferred:** Mon, Tue, Wed, Thu or Fri from 1:00 PM to 8:00 PM  
**Reason for appointment:**  
 test, please do not delete

- When the practice responds to your request, it sends an email notifying you to log on to your account to review the appointment request response.
- Open the request response to see if the appointment was booked or is pending (see "Responding to an Appointment Request").

**NOTE:**

To cancel or reschedule a booked appointment, please call the clinic.

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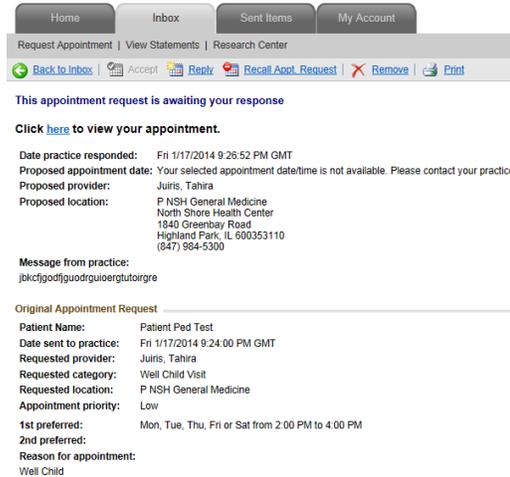
### Responding to an Appointment Request

When you receive a pending appointment from a practice, it means that the provider or time requested wasn't available. There's no need to cancel the request as no appointment was booked.

#### To respond to a pending appointment request:

1. From the **Inbox** tab, open a pending appointment.

The *Appointment Request* form displays.



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

Request Appointment | View Statements | Research Center

[Back to Inbox](#) | [Accept](#) | [Reply](#) | [Recall Appl. Request](#) | [Remove](#) | [Print](#)

**This appointment request is awaiting your response**

Click [here](#) to view your appointment.

Date practice responded: Fri 1/17/2014 9:26:52 PM GMT  
 Proposed appointment date: Your selected appointment date/time is not available. Please contact your practice.  
 Proposed provider: Juris, Tahira  
 Proposed location: P NSH General Medicine  
 North Shore Health Center  
 1840 Greenbay Road  
 Highland Park, IL 600353110  
 (847) 984-5300

Message from practice:  
 jbkcfjgodfjguodruiogertutoirg

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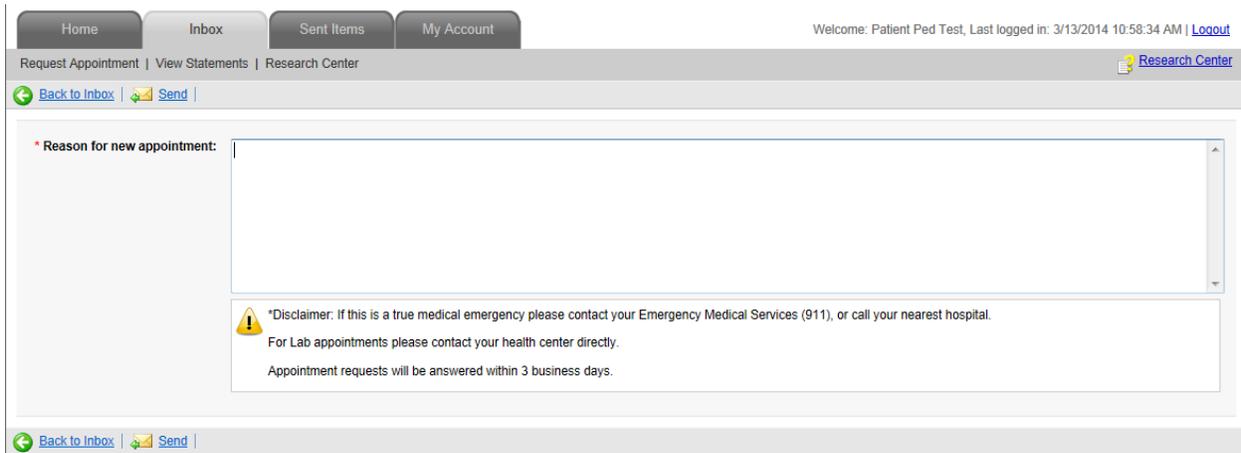
Original Appointment Request

Patient Name: Patient Ped Test  
 Date sent to practice: Fri 1/17/2014 9:24:00 PM GMT  
 Requested provider: Juris, Tahira  
 Requested category: Well Child Visit  
 Requested location: P NSH General Medicine  
 Appointment priority: Low  
 1st preferred: Mon, Tue, Thu, Fri or Sat from 2:00 PM to 4:00 PM  
 2nd preferred:  
 Reason for appointment: Well Child

2. To request a new appointment:

- Click **New**.

The *Request New Appointment* form displays:



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

Welcome: Patient Ped Test, Last logged in: 3/13/2014 10:58:34 AM | [Logout](#)

Request Appointment | View Statements | Research Center

[Back to Inbox](#) | [Send](#) | [Research Center](#)

\* Reason for new appointment:

[Back to Inbox](#) | [Send](#)

**!** \*Disclaimer: If this is a true medical emergency please contact your Emergency Medical Services (911), or call your nearest hospital.  
 For Lab appointments please contact your health center directly.  
 Appointment requests will be answered within 3 business days.

- Enter the reason for the new appointment and click **Send**.  
A message that your appointment response has been successfully submitted displays.
- Click the **Request Appointment** link to submit a new request.