



MESSAGING YOUR CHILD'S PROVIDER

The NextMD Patient Portal Inbox offers a safe way to contact your child's provider with non-urgent questions and to receive messages from Pediplace. When you receive a portal message you will also receive an email notification alerting you to check your portal messages.

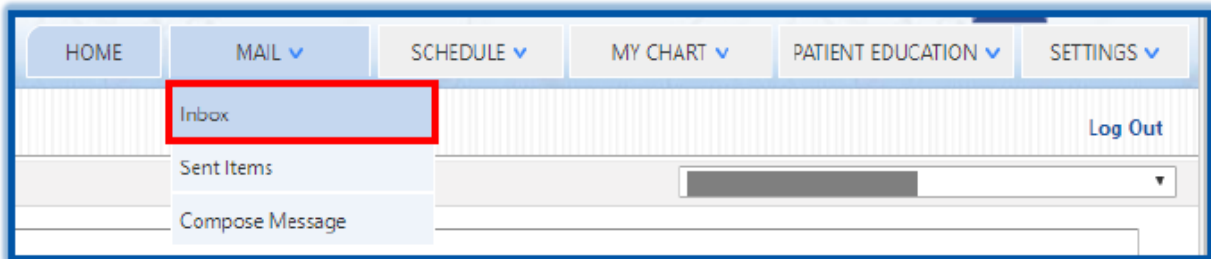
With your NextMD Patient Portal inbox, you can also:

- Reply to messages sent by the practice
- View documents sent by the practice

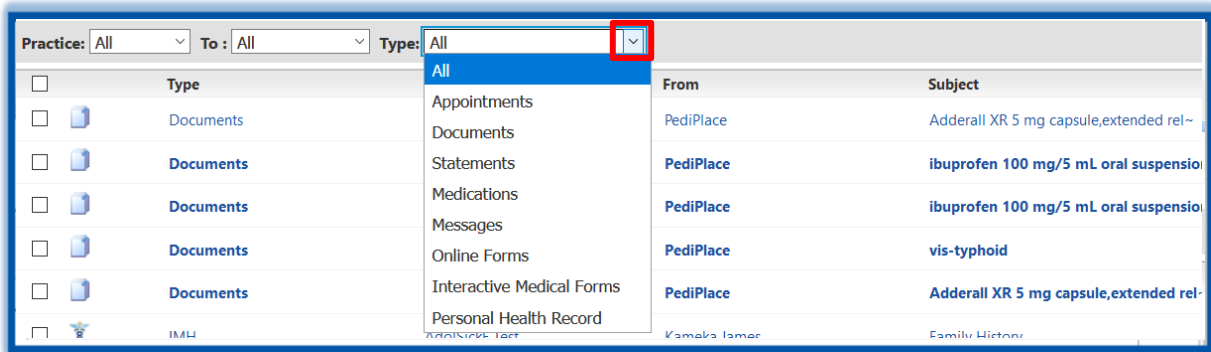
Note: Please be sure you have chosen *your child* from the drop down menu BEFORE sending us your message. If your child does not appear in the drop down menu email portalsupport@pediplace.org and someone will assist you.

VIEW MESSAGES

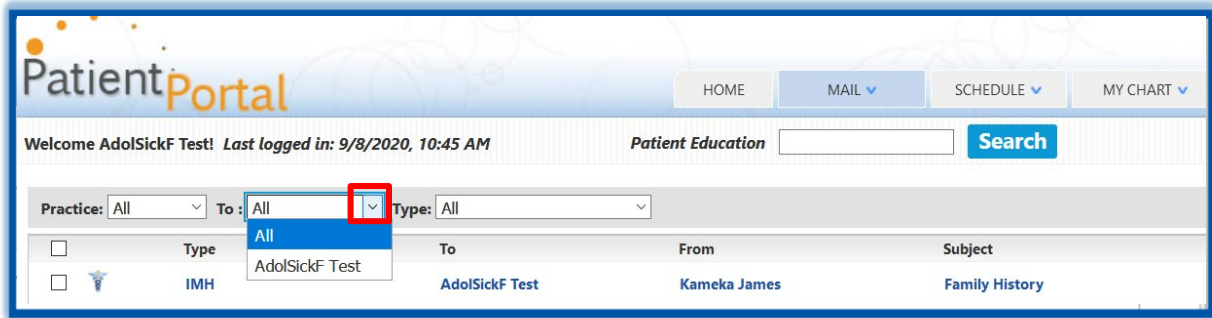
1. From the Patient Portal home page click the **Mail** tab and then select **Inbox**.



2. You will see all your messages here. You can choose which messages to view by clicking on the **Type** drop-down menu.

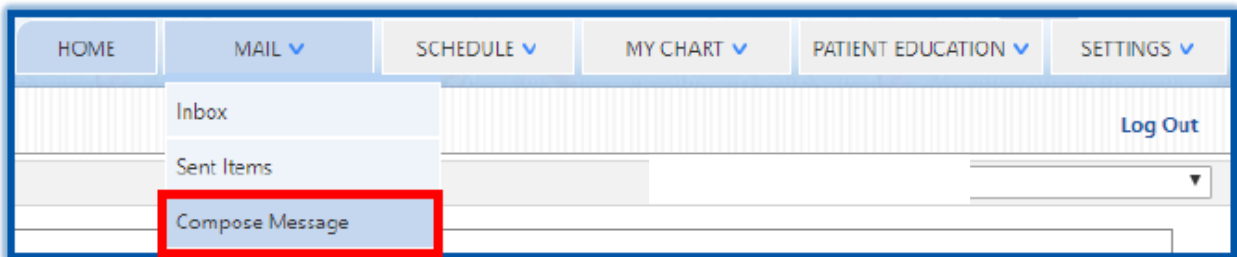


3. To see messages for a specific child, click on the **To** drop-down menu and select your child.



SEND A MESSAGE

1. From the Patient Portal home page, click on **Mail** and then **Compose Message**.



2. **Choose the child your question is about** from the *send on behalf of* drop down menu. This selection will help us respond to your message faster and will allow us to keep your child's messages all together in their own patient chart.

** Red asterisk (red stars) indicates that the information is required. **

The screenshot shows the "Compose Message" form. The first section is "1) Select Practice and Patient". It contains two dropdown menus: "*Practice:" (set to "PediPlace") and "*Send on behalf of:". The "Send on behalf of:" dropdown is open, showing options: "Please make a selection.", "Please make a selection.", "Self" (with a red X), "Rachel Test", and "Sam Test" (with a red box and a green checkmark). The second section is "2) Select Message Category". It contains a dropdown menu for "*Category:" (set to "Please make a selection."), a dropdown menu for "*To:" (set to "Please make a selection."), a text input field for "* Subject:", and a text input field for "* Message:". A note at the bottom right of the form states: "Please select the appropriate category from the lists below. Asterisk (*) denotes required field."

3. Select the kind of message you would like to send using the *Category* drop-down.

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: Please make a selection.

*To: Please make a selection.

*Subject: Medication questions
Private questions (for only a doctor)
Referral questions

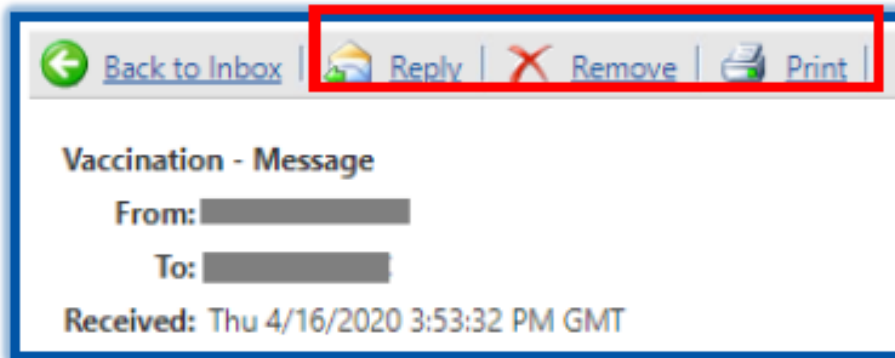
*Message: Test results

4. Select which provider you want to send the message to and type your message.
5. Click **Submit** to send your message. We aim to respond to all messages within one business day (between 8am and 5pm, Monday through Friday).

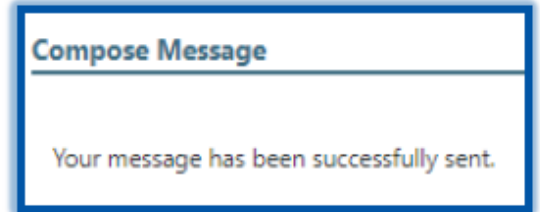
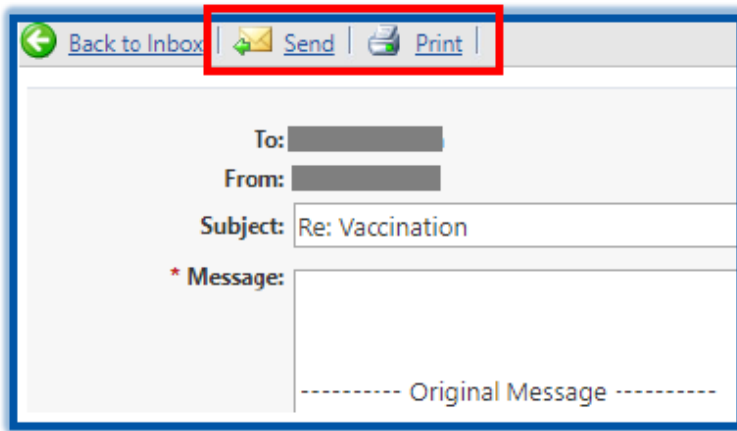
REPLYING TO MESSAGES

You can reply to messages sent by the practice, however if a message was marked as *do-not-reply*, you cannot reply to that message.

1. Click into a message to see options such as *Reply*, *Remove* and *Print*.

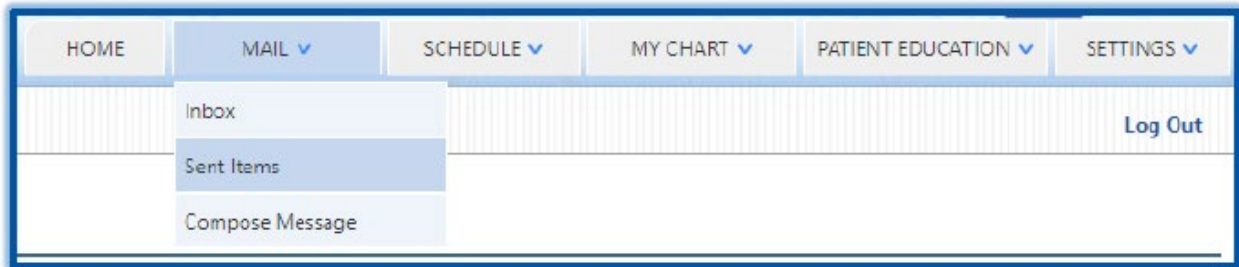


- Once you finish typing your reply message, click on **Send** at the top of the reply window. You will see a notification that your message was sent.



VIEW SENT MESSAGES

- From the Patient Portal home page, click on **Mail** and then **Sent Items**.

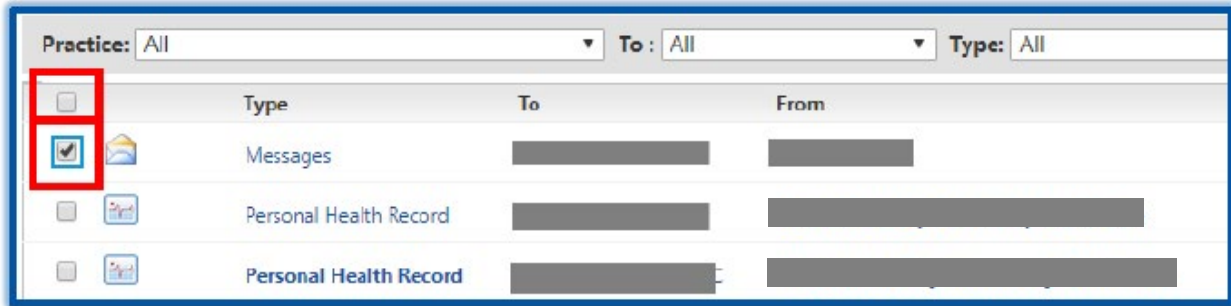


- You can:
 - Filter messages
 - Sort by ascending or descending order. To sort messages, click on any of the headers to switch from ascending or descending order
 - View messages on a specific page
 - Print messages. Click into a message to print it.

DELETING MESSAGES

- To delete a message, go to the inbox and check mark the message you would like to delete then click **Delete** at the bottom of the inbox.

You can delete multiple items by checking them, or click the very first check box to select all.



If you experience any problems with the NextGen Patient Portal, please contact our practice at 972-436-7962 or portalsupport@pediplace.org.