Text Notifications

Notifications of a new message are automatically sent to you by email. However, the notification can be adjusted to be sent as a text. To establish a text notification, the mobile number must have a mobile gateway added. For example, a patient with a phone number of (707) 987-6543 that uses AT&T Wireless would have a gateway address of 7079876543@txt.att.net. To add text notifications when logged into the portal:

1. Select Settings then My Information.
2. Click Add next to the Email Address.
3. Add the Email Address with the suffix for your wireless carrier. See the table below.
4. Change the Format field to Text Message.
5. Check the checkbox next to receive notifications at this email address and click Add.

Here is a list of common suffixes for common wireless carriers:

<table>
<thead>
<tr>
<th>Wireless Carrier</th>
<th>Add at the end of your mobile number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T Wireless</td>
<td>@txt.att.net</td>
</tr>
<tr>
<td>Boost Mobile</td>
<td>@myboostmobile.com</td>
</tr>
<tr>
<td>Cellular One</td>
<td>@mobile.celloneusa.com</td>
</tr>
<tr>
<td>Cricket</td>
<td>@mms.mycricket.com</td>
</tr>
<tr>
<td>Metro PCS</td>
<td>@mymetropcs.com</td>
</tr>
<tr>
<td>Sprint (PCS)</td>
<td>@messaging.sprintpcs.com</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>@tmomail.net</td>
</tr>
<tr>
<td>Verizon</td>
<td>@vtext.com</td>
</tr>
<tr>
<td>Virgin Mobile</td>
<td>@vmobl.com</td>
</tr>
</tbody>
</table>

Having Trouble?

The Patient Portal has several self-help tools to aid in the navigation of the portal.

- Click Having Trouble? in the bottom right corner of any page once logged in for frequently asked questions.
- Clicking Site Map provides a list of all of the available portal pages.
- Use ? Need help with your user name and password? if you have forgotten your user name and password.
- The enrollment token you received is valid for 30 days. Call your clinic to request a new token if your current token is expired.

www.nextmd.com

The following La Clinica sites use Patient Portal:

<table>
<thead>
<tr>
<th>Site</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fremont High (Tiger Clinic)</td>
<td>(510) 434-2001</td>
</tr>
<tr>
<td>Fuente Wellness Health Center</td>
<td>(510) 481-4554</td>
</tr>
<tr>
<td>Havenscourt Health Center</td>
<td>(510) 639-1981</td>
</tr>
<tr>
<td>Hawthorne Elementary</td>
<td>(510) 535-6440</td>
</tr>
<tr>
<td>Monument Dental</td>
<td>(925) 363-2005</td>
</tr>
<tr>
<td>Oakland Tech Clinic</td>
<td>(510) 450-5421</td>
</tr>
<tr>
<td>Oakley</td>
<td>(925) 776-8200</td>
</tr>
<tr>
<td>Pittsburg Dental</td>
<td>(925) 431-1250</td>
</tr>
<tr>
<td>Roosevelt Health Center</td>
<td>(510) 535-2893</td>
</tr>
<tr>
<td>San Lorenzo High School</td>
<td>(510) 317-3167</td>
</tr>
<tr>
<td>Vallejo Medical</td>
<td>(707) 556-8100</td>
</tr>
<tr>
<td>Vallejo North (Hospital Dr.)</td>
<td>(707) 641-1900</td>
</tr>
<tr>
<td>Youth Heart Health Center</td>
<td>(510) 879-1568</td>
</tr>
</tbody>
</table>
La Clinica is on a journey to better connect with our patients. The Patient Portal allows you to:

- Email your provider & care team,
- Request an appointment,
- Access educational materials and
- Access your health information

Join us online at www.nextmd.com.

**Enrollment**

To enroll in the Patient Portal, you must receive an enrollment token from clinic staff. When you receive the token, visit www.nextmd.com and follow these steps to enroll:

1. Click Enroll Now.
2. Read the Terms and Conditions and click I Accept.
3. Enter your Security Token and Email Address. The Create enrollment credentials window appears.
4. Create a User name and password.
5. Go through the steps to add a Security authorization password.
6. Add your Password recovery credential in case you forget your password.
7. Click Submit to enter the portal.

**Languages**

The Patient Portal is available in English, Spanish, and Chinese. Adjust the language in the drop down list that appears in the top right corner of the Login page or bottom right of any page once logged in.

**Logging In**

You can access the Patient Portal at www.nextmd.com. To log in after you have enrolled:

1. Enter your User Name.
2. Enter your Password.
3. Click Log In.
5. Click Submit to access the Home page.

**Access the Patient Portal using your smartphone or tablet at www.nextmd.com**

**Send a Message**

Follow the steps below to send a message to your provider and care team once you are logged into the Patient Portal.

1. Click Compose an Email.
2. Select the Category which indicates the type of message you are sending.
3. Select your primary care provider or dentist. Check with your clinic if you do not know the name of your primary care provider or dentist.
4. Create a brief Subject.
5. Write your question or comment in the Message field.
6. Click Submit. A message appears indicating that the message was successfully submitted.

**Request an Appointment**

You may request an appointment via the portal after selecting Schedule Appointment from the Home page:

1. Choose your primary care provider or dentist in the Select provider/group field.
2. Select the visit type in Select category.
3. Choose your clinic in the Select location field.
4. Write in the Reason for appointment.
5. Use the Make appointment for fields to specify the date parameters.
6. Select the time and day of the week using the Preferred date/time fields.
7. Click Submit to send the request.

**Cancel an Appointment**

You can cancel appointments that were scheduled using the portal. From the Home page:

1. Click Cancel next to the appointment.
2. Select Cancel This Appointment.
3. Select the Reason for the cancellation.
4. Click Submit. The clinic is notified that the appointment is cancelled.

**Access Dependents**

If you have been granted access to the portal for a dependent, their information will be available using a drop down list which appears in the top right corner of the window. Based on California law, parents cannot access their child’s account once they turn 12 years old.