INTRODUCTION TO PATIENT PORTAL

AACI is on a journey to better connect with our patients. The following features are currently still work in progress. Once features are available, the Patient Portal will allow you to do the following:

- Email your provider and care team
- Request an appointment
- Access educational materials
- Request medication refills
- Request your health information

Join us online at www.nextmd.com

ENROLLMENT

To enroll in the Patient Portal, you must receive an enrollment token from the 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. Your security token number is:

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 on the top right corner of the Login page or bottom right corner of the page once logged in.

CONTACT US

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www.aaci.org
24/7 anytime, anywhere access
Access your medical information online, 24/7 via smart phone, tablet, or computer

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

Send a Message to Your Care Team
1. Click Compose an Email on the homepage.
2. Select the Category which indicates the type of message you are sending.
3. Select your Primary Care Provider.
4. Create a brief Subject.
5. Write your question or comment in the Message box.
6. Click Submit.
You will receive a response within 3 business days regarding your message.

Requests for Visit Summary
1. Click Request Health Record under the My Chart tab.
2. Select the Medical Practice and click Submit.

Request an Appointment
1. Click on Schedule an Appointment on the homepage.
2. Select your Primary Care Provider.
3. Select the appropriate appointment Category.
4. Select the desired Location for the
5. Write in the Reason for Appointment and what the priority is.
6. Use the Make Appointment For fields to specify the date parameters.
7. Select the time and date of the week using the Preferred Date/Time fields.
8. Click Submit to send the request.
You will receive a response within 3 business days regarding your request.

Request for Lab Test Results
1. Click Compose an Email on the homepage.
2. Select Test Result under the Category field
3. Select your Primary Care Provider.
4. Create a brief Subject.
5. Write your request in the Message box.
6. Click Submit.
You will receive a response within 10 business days regarding your request.

Request for Medication Refill
1. Click on Renew Medications tab on the homepage.
2. Select the Medication(s) you wish to renew.
3. Select the Pharmacy you wish to handle the refill.
4. Select the Reason for this medication refill.
5. Select your Primary Care Provider to send this medication refill to.
6. Add any Comments if needed.
7. Click Submit to send the request
You will receive a response within 3 business days regarding your request.

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

• Click Having Trouble? On the bottom right corner of any page once logged in for frequently asked questions.
• Clicking Site Map provides a list of all the available portal pages.
• User Guide allows you to access the full user guide. ACCI may not be using all of the portal functionality listed in the guide.
• 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 one month. Call 408-975-2763 to request a new token if your current token is expired or if you have lost your token