

Patient Portal F.A.Q.

[Frequently Asked Questions]

Q: How do I enroll and log-on to the Bay Clinic Patient Portal website?

A: To log-on and enroll to the Bay Clinic Patient Portal, you must complete your enrollment and create an account. You may start the enrollment process by going to the following website: Computer – <http://nextmd.com> OR Mobile – <https://nextmd.com/m> . You must complete the enrollment using an enrollment token before you can log-on to the Patient Portal website. You must get the token from your practice and set up a user name and password during enrollment.

Q: How do I print my medications?

A: Log-in to your Patient Portal account, click the ‘**Renew Medications**’ menu tab and click the blue letters that say, “ [Select different medications](#)”. Click the small box next to the medication you want to print, and then click the blue letters that say, “[Print medications](#)”. The medications that have a check mark next to them will print.

Q: I forgot my password, what do I do?

A: From the Patient Portal log-in screen, below where you enter your log-on information there is a question mark in a circle and a blue link that says, “[Need help with your username and password?](#)” Click on this link, select which option applies to you and follow the on screen directions. Click the orange ‘**submit**’ button and you will get an email with more directions.

Q: Why can I not see any chart information in the portal account I just enrolled in?

A: After you make your log-in and enroll in the Patient Portal you must request your personal health record in order to see your chart information. Once your personal health record is requested it will take up to 48 hours for it to come to your Patient Portal inbox.

Q: Do I have to have an email account to enroll in the Patient Portal?

A: No, an email account is not needed to enroll in the Patient Portal. If you do not have an email account you will not get notification emails telling you to log-in to the Patient Portal that you have gotten a secure message, you will need to log-in and check from time to time if you are waiting on a reply or your personal health record. You can still enroll by selecting the ‘I do not have an email’ button after selecting ‘I was given an enrollment token’ button and follow the on screen steps to finish enrolling in your Patient Portal account.

Q: I cannot see my lab results in my chart in the patient portal, why?

A: When you first enroll in the Patient Portal you must request your personal health record in order to see your chart information and lab results. If you are already enrolled in the Patient Portal and cannot see your lab results you will need to request your personal health record again in order to view them after your provider has signed-off on them and/or after a follow-up appointment. **Please note: If you have an avocado allergy recorded in your chart, you will not see any lab results or your health record will not update. Fix is pending.*

Q: How do I request my personal health record?

A: Log-in to your Patient Portal account. From the menu at the top of the Home page, mouse over the 'My Chart' tab and click on '**Request Health Record**'. The page will change to the request health record page and then you will need to click the orange '**submit**' button. Once this has been done your personal health record will arrive within 48 hours.

Q: My question is not on the FAQ sheet?

A: Call the Patient Portal Coordinator at (808) 930-0403 for any questions or help with the Patient Portal.

Q: How do I change my preferred language for using the Patient Portal?

A: The Patient Portal website displays English by default. You can change your preferred language before or after you log on. To change the language before you log on, select the language from the list on the top-right corner of the page. To change the language after you log on, select the language from the list on the bottom-right corner of the page.

Q: What languages are available to view the Patient Portal website in?

A: English, Spanish, and Chinese.