



Health and Wellness Resources

- To search for specific health and wellness information, type a search term in the **Patient Information** field then click **Search**
- To search information by Category
 - Locate the **Patient Education** tab on the main menu.
 - Choose the general category of information you are looking for from the dropdown menu:
 - Patient Education
 - Symptom Checker
 - Medications
 - Health Decision Tools

Notes:

Need additional assistance? For additional assistance in using the NextGen patient portal, please call the Graybill Help Desk at 760.291.6924 Monday through Friday between 8:30 a.m. and 4:30 p.m.

Web browser requirements. The NextGen Patient Portal works best with Microsoft Internet Explorer 11.0 or later, Microsoft Edge, Mozilla Firefox 54.0 or later, Google Chrome 59.0 or later, Opera, Safari 9.1 or later, and (for the mobile version) Android 4.0 or later or Apple iOS 7.1 or later.



Graybill Medical Group is updating its name to Palomar Health Medical Group – Graybill to represent our increased collaboration with our Hospital Partner.



WELCOME
to the NextGen® Patient Portal!

USER GUIDE



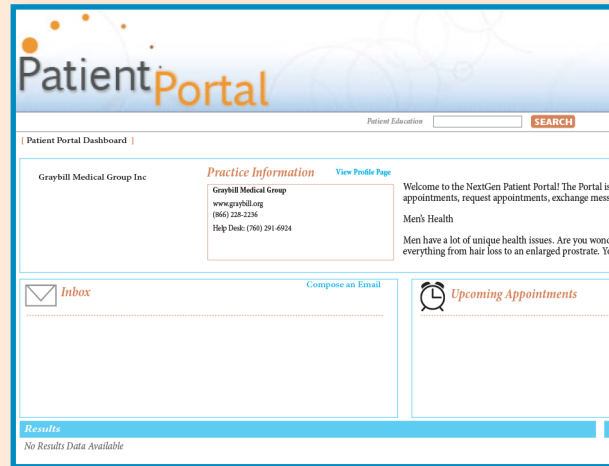
WELCOME TO THE NEXTGEN PATIENT PORTAL, YOUR MEDICAL HOME ON THE WEB!

NextGen is a secure web site where you can go to view your personal healthcare information. Having access to your detailed health information can help you better manage control over your care. NextGen makes it easy to:

- Exchange messages with your doctor
- View lab results
- View medications
- Update important information (phone, email address, etc.)
- Access helpful health and wellness information

SETTING UP A NEW ACCOUNT (First-Time Users)

1. Go to www.graybill.org
2. On the Main Menu, select the **NextGen** tab
3. Select **Sign Up (First-time Members)**
4. **Agree** to the Terms and Conditions
5. Click **Sign up for a new account**
6. On the dropdown menu, select **Graybill Medical Group** then click **Next**
7. Enter your **Personal Information**, including your email address, then click **Next**
8. Enter your **Health Insurance Information** and **Claim Mailing Address** from your health insurance ID card. Check "I am not a robot" in the **CAPTCHA** box, then click **Next**
9. Enter a case-sensitive **Username** and **Password**
10. Set up your 5 **Security Questions** and answers, then click **Next**
11. Click **Complete Enrollment**



The NextGen® Dashboard

LOGGING IN TO NEXTGEN

1. Go to www.graybill.org
2. On the **Main Menu**, select the **NextGen** tab
3. Select **Log In (Existing Members)**
4. Enter your case-sensitive **Username** and **Password**
5. Answer your **Security Question**, then click **Submit**

UPDATING YOUR PERSONAL INFORMATION

To update information such as Username, Password, Email Address, or User Access, go to the **Settings** tab (located on the main menu). Select the appropriate menu item (**Account Settings, Manage User Grants, Manage Practice Settings, Statement Notifications**).



INBOX

Use this area to exchange messages with your Provider, Nurse or Medical Assistant

To send a message:

- Click **Compose** an Email
- Using the dropdown menus, select a **Message Category** and **Recipient**
- Enter a **Subject Line**
- Type your message then click **Submit**

To read and respond to messages:

- Click any item to open it
- To respond click **Reply**. Type your reply above the original message then click **Send**



RESULTS

This area includes clinical data such as the **Patient Name, Test Name, Ordering Physician or Medical Group, and Test Dates**

To view individual test results:

- Click **View Results**



MEDICATIONS

This area lists prescribed medications and **Patient Name, Medication Name, Dosage, and Prescribing Physician or Medical Group**



Note: Call your pharmacy to request medication refills. Medication refill requests CANNOT be fulfilled via NextGen.