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, 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

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.