



NextMD: Patient Portal Quick Reference Guide

Using this quick reference guide, find out how to set up and use the Patient Portal to securely communicate with our healthcare team and access your medical information. New users can enroll for the patient portal in office or over the phone to receive a token number to begin the registration process.

Note: NextGen Patient Portal requires the latest version of Internet Explorer (version 10 or above), Chrome, or Firefox, as well as the latest version of Adobe Acrobat Reader.

Setting Up the Patient Portal (New users)

I. After enrolling for the patient portal, you will receive a token number and an email with a link to the patient portal to the email address provided. Follow that link to continue your patient portal set-up, or go directly to www.nextmd.com and click “Create Account”.

II. Review the Terms and Conditions and click “I Accept”

III. Select “I have an enrollment token”

Enter token details

Please enter the following information to verify your identity.

* Token number

+ What is a security token?

* Date of birth

* Last name

* Email address

I do not wish to provide an email address

NEXT **CANCEL**

IV. Enter in the token number received from the office, your date of birth, last name and email address, (or check “I do not wish to provide an email address”). Select “Next”

V. Select “sign up for a new account”

VI. Create a Username and Password and select “Next”

Set up account

* Username

x Use 6-50 characters

* Password

x Use 8 or more characters
x Use upper and lower case letters (e.g. Ba)
x Use a number (e.g. 1234)
x Use a special character (e.g. \$%^)
x Avoid including commonly used passwords (e.g. 'password')

* Confirm Password

NEXT **CANCEL**

VII. Set up five security questions

Set up security questions

Please select five unique security questions, then enter your answer for each.

* Security question 1

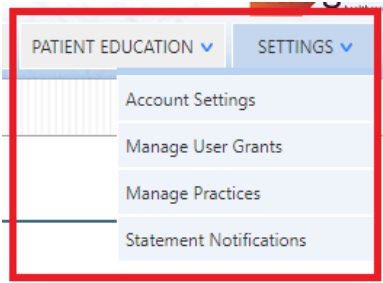
* Answer 1

VIII. Optional: you may choose to further protect your account using Google Authenticator. Click “Get started” or “I am not interested”

Managing Practices

(For users already signed up for NextGen Patient Portal through other practices)

I. Log into the Patient Portal at www.nextmd.com and under “Settings” in the top right navigation tabs, select “Manage Practices”



II. Under “Enroll in an additional practice”, enter the security token received from the office, along with your date of birth and email address and select “submit”. You will receive a pop-up confirmation that you are now enrolled in a new practice.

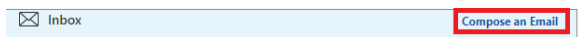
All practices you are enrolled in will appear in the “Patient Portal Dashboard” on the “Home” screen.

Using the Patient Portal

Once in the patient portal, the “Home” screen allows you to access messages from our healthcare team and see reminders. You may also utilize the portal for the following functions:

Send a Secure Message

From the “Home” Screen in the “Inbox” section, select “compose an email”.

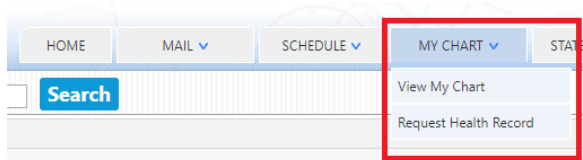


Select the practice, category (message type), and recipient (if applicable). Type a subject, complete the message and select “submit”.

**You may also view and send messages using the “Mail” tab in the navigation tabs in the upper right.*

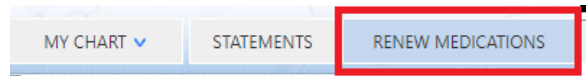
View and Request Health Records

Using the navigation tabs in the upper right, “MY CHART” allows you to view and download your medical records or you may select “Request Health Record”.



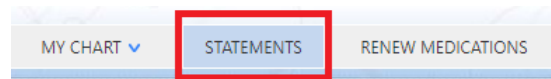
Renew Medications

Utilize the “Renew Medications” tab to send a prescription refill request to our healthcare team.



View Statements/Make a Payment

Using the “Statements” tab, you may view statements and make a payment for any outstanding balances.



Patient Education

The “Patient Education” tab in the upper right allows you to learn more about a topic of interest, (by selecting “Patient Education” under the tab), you may also check your symptoms, and access decision making tools for medications and other procedures.

