

Patient Portal (NextMD) Instructions for Patients

You have been enrolled and are now a member.

What do I do first?

Log on to www.NextMD.com with the temporary username and password that has been created for you.

*** Go to the section on the right that says 'I am new here.'**

After entering the username and password, **click 'LOG IN'**. You will then be asked for the answer to your security question. For the first time logging in, you will use "RED" as your answer.

The system should then prompt you to create your own username, password, and security answer. Please keep these in a safe place and remember that everything is case sensitive.

If the system did not prompt you to create your own username and password, go to Account Settings to change it.

TIP: Make sure you enter the information exactly as it appears—everything is case sensitive.

What do I do if I forget my username and/or password?

Go to www.NextMD.com and click on the link offering help with username and password:

You will fill out the section labeled 'I am having trouble signing in':

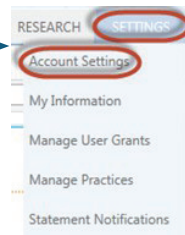
You will receive an email that includes a link to reset your password. Your username will be available when you click on the link.

Remember to enter the username exactly as you see it in the email as everything is case sensitive.

NOTE: If you fail to log on to your NextGen Patient Portal account after four times with an incorrect password, the system locks your account. The system automatically unlocks your account after 20 minutes.

How do I change my username and/or password?

Go to the 'SETTINGS' tab along the top then 'Account Settings' from the drop down menu:

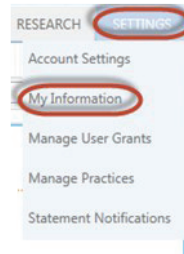


From here you will be able to update your username, password, and security questions.

How do I change my email address?

You can update your email address in the Patient Portal. You must also have your physician's office update the email address on their end as well.

Go to the 'SETTINGS' tab along the top then 'My Information' from the drop down menu:

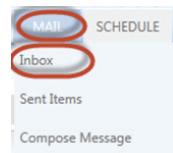


From here you will be able to update your demographic information.

The demographic information changed in Patient Portal is for the portal only. The changes will NOT be sent to your physician's office. You must contact them to have your medical chart/account updated.

How do I handle messages from my physician?

Go to the 'MAIL' tab along the top and then 'Inbox' from the dropdown menu:



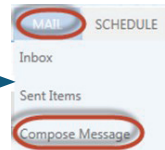
From here you will see your messages from your physician. The messages will stay in your inbox until you delete them (just like your email).

You can also click on the message(s) in the 'Inbox' section of the homepage:



How do I send a message to my physician?

Go to the 'MAIL' tab along the top and then 'Compose Message' from the dropdown menu:

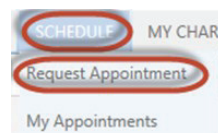


You can also click the link 'Compose and Email' on the homepage in the 'Inbox' section:



How do I request an appointment?

Go to the 'SCHEDULE' tab along the top then 'Request Appointment':

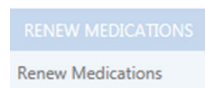


You can also click the link 'Schedule an Appointment' on the homepage in the 'Upcoming Appointments' section:



How do I request a medication refill?

Go to the 'RENEW MEDICATIONS' tab along the top then 'Renew Medications':



You can also click 'Refill' next to the desired medication in the medication section of the home page:



Other features:

- Along the bottom of the homepage, you will be able to see important information regarding your provider such as out-of-office notifications.
- You will be able to keep track of all of your messages—they will stay in your inbox until you delete them.
- You do not need to leave reminders for yourself to contact your provider's office during business hours. You can reach out to them 24 hours a day 7 days a week and the messages will be waiting for them when they open for business.
- You can request your personal health record then a summary of your health record will be available after you see your doctor. You are able to view, download and share this information, which is especially nice if you have more than one provider taking care of you. This allows you to take part in making sure everyone is on the same page regarding your health.
- You can receive statements and pay on your account through the patient portal.