



# NextGen<sup>®</sup> Patient Portal 2.0 Frequently Asked Questions for Patients

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## Overview

This document provides answers to general questions from patients regarding NextGen Patient Portal.

### **What are the minimum requirements to use the website?**

The following browsers are supported: Microsoft® Internet Explorer® 8.0 or higher, Mozilla Firefox® 2.0 or higher, Google® Chrome™ and Opera™. For mobile website, mobile devices running on Android™ 4.0 or higher or Apple® iOS 7.1 or higher are supported.

### **How do I enroll and log on to the NextGen Patient Portal website?**

To access NextGen Patient Portal, you must successfully complete enrollment and create an account. You must complete enrollment using a security token before you log on to NextGen Patient Portal. You must obtain the security token from your practice, and set up a user name and password during enrollment.

### **What do I do if the token does not work?**

If the security token provided to you does not work, contact your practice to receive a new token.

### **Can I enroll to NextGen Patient Portal without a token?**

Yes, you can enroll to NextGen Patient Portal using a self-enrollment link. You must obtain the self-enrollment link from your practice. The ability to self-enroll is optional, contact your practice to verify if this option is available to you.

### **How do I retrieve my user name?**

You can retrieve your user name by clicking the **Need help with your user name and password?** link on the log in page. You must select **I'm having problems signing in** and enter your personal information. You will receive an email with a URL to reset the password after you enter the correct details.

### **How do I retrieve my password?**

If you have forgotten the password, you can reset the password by entering the user name and answering the forgotten password security question. After answering the security question, you will receive an email with a URL to reset the password. Your practice has the ability to reset the password, you can contact your practice directly if you cannot retrieve your password.

### **How do I reset my password if I do not remember the answer to the password security question?**

If you do not remember the answer to the password security question you can select **I'm having problems signing in** and enter your personal information on the *Log In* page. You will receive an email with a URL to reset the password after you enter the correct details.

### **What should I do if I am having difficulty resetting the password?**

If you are having difficulty resetting the password, you can request the practice to provide you a password reset link and token. You will receive an email containing the password reset link in your account. You can reset the password using the link and the password reset token. Contact your practice for assistance if you still have difficulty accessing your account.

### **Can I combine my accounts?**

You must contact your practice to combine your accounts in NextGen Patient Portal. Your practice should authorize NextGen Healthcare to change your account information.

### **Can someone else log on to my account?**

The system is secure. No one can access your account unless they have access to your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four attempts.

### **Why am I unable to open a PDF or other documents received from a doctor?**

Many NextGen Patient Portal documents are in Adobe Acrobat® format. To view these documents, you need an Adobe® Acrobat® Reader. Ensure you have the latest Adobe Acrobat Reader installed in your system.

### **Why am I unable to open any documents received from a doctor, even though I have Adobe Acrobat Reader installed?**

If Adobe Acrobat Reader is installed, but you still cannot open any documents, then verify if JavaScript is enabled in your computer. JavaScript is required to display messages and it may not be enabled on your browser. Click the **Having Trouble?** link on your NextGen Patient Portal page for instructions to enable scripting.

### **What should I do if I see an error message when trying to open or download a document sent from a doctor?**

When trying to open or download a document, if you are receiving an error message such as:

- Internet Explorer cannot download 50PPM from nextmd.com.
- Internet Explorer was not able to open the internet site.
- The requested site is either unavailable or cannot be found. Please try again.

In these cases, there could be issues with the Internet Explorer security settings. Click the **Having Trouble?** link on your NextGen Patient Portal page for instructions to fix this issue.

### **Can I book appointments from NextGen Patient Portal?**

You can book appointments online using NextGen Patient Portal provided that the practice has enabled this functionality. You can also send an appointment request to the practice if you are unable to book an appointment.

### **Can I see all my appointments in the Inbox?**

Depending on how your practice's portal is set up, you may see all appointments (including those made by phone or at the practice, or only those appointments made through NextGen Patient Portal

### **Can I renew my medications from NextGen Patient Portal?**

You can send a request to renew active and inactive medications from NextGen Patient Portal. Your provider must approve the medication renewal request. You will receive a medication refill in your NextGen Patient Portal account after your provider approves your request.

### **How do I pay my statement on NextGen Patient Portal?**

Depending on how your practice's portal is set up, you may be able to view statements and make payments. When an electronic copy of a statement uploads to your account, you will receive an email notification indicating a statement is available.

Only the latest statement is payable on NextGen Patient Portal. If you have a pending payment that you cannot pay online, you should contact your provider and request for a new statement. If your statements are overdue, contact the practice to resend the statement.

### **Can I see lab results on NextGen Patient Portal?**

Documents and lab results are not automatically uploaded to NextGen Patient Portal; they need provider approval prior to upload.

You should send your provider a secure message from the NextGen Patient Portal account asking for the status of a recent lab result. When your provider sends you an electronic copy of the lab result, you will receive an email notification indicating a document is available in the Inbox.

### **Why does the Submit button appear to be frozen?**

Check the following:

- If you are using a mobile device, then try using a computer instead.
- If you are not using a mobile device, try a different browser, if possible.
- If JavaScript is disabled in the browser. Click the **Having Trouble?** link on your NextGen Patient Portal page for instructions to fix this issue.
- If there were any other messages displayed on the screen, then contact your practice to report the issue.

### **Are the same features available on NextGen Patient Portal in all the practices?**

The NextGen Patient Portal system helps you communicate with your provider in a fast and efficient manner. There are different modules in the system that allow you to communicate with your provider, request a medication renewal, make an appointment request, view statements, make online payments, request your personal health record, and so on. Your practice has the ability to customize the NextGen Patient Portal based on specific needs.

### **Can I use NextGen Patient Portal on my mobile device?**

Yes, NextGen Patient Portal is now available for mobile devices and tablets. There is no special mobile app that you need to download. On your mobile device, either open your enrollment email and click the NextGen Patient Portal link or enter the link in your mobile browser to access the NextGen Patient Portal mobile site. Only mobile devices running on Android 4.0 or higher or Apple iOS 7.1 or higher are supported.

### **Should I register to use NextGen Patient Portal on my mobile device or tablet?**

You can access and use NextGen Patient Portal on your computer or mobile device if you have an active account with a user name and password. You need not create a new account to access NextGen Patient Portal on your mobile devices if you have an active account.

### **What is a Patient Health Record (PHR)?**

A Patient Health Record is a document that contains information from your chart and can include allergies, medications, conditions, lab results, vital signs, immunizations, procedures, insurance, social history, family history, advanced directives, instructions, referral reasons, plan of care, demographic info and functional status. You can save and download your PHR as a PDF or CCDA document.

### **What is a CCDA document?**

A CCDA (Consolidated Clinical Document Architecture) document is similar to a PHR, but uses a healthcare industry standard to organize information and is formatted in XML. You can take this file to other practices or healthcare entities and they can import the information from this file into their system.

## *Document Revision History*

<b>App Version</b>	<b>Build Number</b>	<b>Date</b>	<b>Document Version</b>	<b>Summary of Changes</b>
2.0	NA	07/03/2014	3.0	Added FAQs about PHR
2.0	NA	06/30/2014	2.0	General Release
2.0	NA	06/27/2014	1.0	Initial Release