



NextGen[®] Patient Portal FAQ for Patients

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Overview

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

Frequently Asked Questions

How do I enroll and log on to the NextGen Patient Portal (previously NextMD) website?

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

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.

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 the NextGen Patient Portal website. 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 see all my appointments in the Inbox?

Only appointments made directly through the NextGen Patient Portal website are displayed in the Inbox. Appointments made by phone or at the practice location will not display.

How do I pay my statement on the NextGen Patient Portal website?

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 the website. 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 the NextGen Patient Portal website?

Documents and lab results cannot be automatically uploaded to the website; 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.

Why are some features missing in the website?

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.

Document Revision History

App Version	Build Number	Date	Document Version	Summary of Changes
5.8	5.8.0.104	09/24/2013	2.0	General Release
5.8	5.8.0.99	07/30/2013	1.0	Initial Release