NextGen® Patient Portal

PATIENT FAQS

What is a patient portal?

A patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare providers at any time. This convenient online connection puts you in control of your healthcare from any web enabled device.

Why activate your patient portal account?

A patient portal offers several benefits. You can bypass your practice's call center to manage appointments, request prescriptions, or directly communicate to your healthcare team. You can also view your health records, access visit summaries and other documentation. If your practice offers online bill pay, you will be able to manage bills through your portal as well.

What kind of records will I have access to through the patient portal?

You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, appointment history, practice bills, and any other information your care team has made available for you to view.

What can I do with my health records?

You can easily review, download, or share your health records with other providers.

Who can set up a patient portal account?

If your healthcare provider offers patient portal access, you can set up a patient portal account. Reach out to your practice to get started.

How do I enroll in the patient portal?

Do it in 3 easy steps:

1. Provide a valid email address to your practice. You'll receive an invitation to enroll.
2. Create a username and password, then follow onscreen prompts to activate your account.
3. Use your username and password to securely stay in touch with doctors and access your health information anytime, anywhere.

How do I access my portal once I have created my account?

Once you have enrolled, you can access the patient portal from your practice's website. The portal is also accessible from your practice's email notifications.

Can I share access with a trusted representative?

You can invite trusted representatives to access your patient portal in your "Profile." If they do not have a patient portal account, they will be prompted to create one. From there, they can toggle between their own account and any accounts that have been shared with them.

How can I access a patient portal for my child/underaged minor?

Your practice will send a parent/guardian invitation to view and manage your child's account.

Can two parents/guardians link to the same child's account?

More than one parent can have access to their child's information. For example, divorced parents will have their own access to view their child's portal account.

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How do I contact my care team through my patient portal?

You can easily message a member of your care team through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view your care team's replies.

How do I complete any necessary forms?

Log in to your patient portal account and click the "Health Forms" tab to view and complete your forms.

What devices are compatible with the patient portal?

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

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

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

I can't remember the answer to my security question to reset my password?

If you forgot your username and/or password and don't know the answer to your security question, please reach out to your practice to reset.

What do I do if I didn't receive an invitation to create my patient portal?

Please reach out to your practice to resend an invitation to enroll.

Is my patient portal secure?

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

Who do I contact if I have questions?

Reach out to your practice when you have questions.

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