

Patient Portal FAQ

1. What is a NextGen Patient Portal?

- a. A portal is a secure web-based program that allows patient interaction with providers and their medical chart. Additional features include viewing documents, communication, booking appointments, requesting medications, paying statements and much more.

2. Benefits of NextGen Patient Portal?

- a. Connected to your medical account 24/7 anywhere you have an internet connection. You can also review and print any information in your account. If you have after hour questions, you can send a secure message that will be addressed within 24 business hours. If you lost your paper statement, you can log into your portal account and pay online.

3. When should I use the NextGen Patient Portal?

- a. Update your provider about conditions or medications
- b. Clarify instructions or advice provided to you
- c. Ask questions or any form of communication
- d. Request medications and appointments
- e. Obtain and review medical documents
- f. View and pay online statement

4. When not to use the NextGen Patient Portal

- a. If you have a new medical problem, you should use the portal to request an appointment to discuss with your provider.
- b. If this is a medical emergency, please call 911.

5. What is a token?

- a. The security token is a number given to you by your practice in the following format XXX-XX-XXX. Token can be entered with or without dashes.

6. What devices will NextGen Patient Portal work with?

- a. Any devices that you have access to the internet.
- b. Note: you will need a PDF reader on the device to view attachments

7. How much does NextGen Patient Portal cost?

- a. The patient portal is free to all of our patients.

8. I am not receiving NextGen Patient Portal emails.

- a. It has been known that spam blocking software used by email providers such as AOL and Netzero may be blocking legitimate emails. To ensure that you are receiving Patient Portal emails please do the following:
- b. Add NextMD.com to your contact list, address list, safe list, or "Do Not Block" list.
- c. If you are using your own spam filtering software, please be sure that you are not filtering out email from NextMD.com.

9. Is NextMD and NextGen Patient Portal the same thing?

- a. Yes, NextGen has rebranded their patient portal from their old name of NextMD to NextGen Patient Portal.

10. Is MedFusion the same thing as NextGen Patient Portal?

- a. No, MedFusion is the old patient portal. Please call our office today for a token to enroll in our new portal.