



Patients' FAQs

Patient Portal Version 2.7

NEXTMD.COM

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Enrollment

How do I enroll in the NextGen Patient Portal website?

Your practice can enroll you in NextGen Patient Portal in one of the following ways:

- **Issue a token:** If Patient Services initiates the enrollment and provides you a token, use the token to create a NextGen Patient Portal account and complete the enrollment.
- **Provide a temporary username and password:** If you obtain a temporary username and password from one of our kiosks, log on to NextGen Patient Portal (NextMd.com) with the credentials. Type your own username and password to create a NextGen Patient Portal account and complete the enrollment.
- **Ask you to send a request:** If Broadway provides you the portal website link or instructs you to enroll by using the NextGen Patient Portal link on the practice website, use the link to enroll yourself. After enrollment completion, a submit enrollment request appears that states that request has been sent to us and is pending approval. Once the request has been approved, you will receive a confirmation email for the same.
- **Send an invitation link to your email address:** If Broadway has invited you to enroll in NextGen Patient Portal using the enrollment link sent to your email address, use that link to enroll.

If my token is not working, what should I do?

If the token does not work, contact Patient Services to receive a new token. Your previous token will automatically expire once you receive a new token.

Do I have to create a separate account to access NextGen Patient Portal on my mobile device or tablet?

You do not need to create a separate account to access NextGen Patient Portal from your mobile device or tablet. You can use your active account credentials to log on from your computer, mobile device, or tablet. We strongly suggest that for ease of use, please download the app for Nextgen patient portal from your tablet or mobile device app store.

Do I have to provide an email address while enrolling in NextGen Patient Portal?

An email address is not mandatory while enrolling in NextGen Patient Portal. However, We highly suggest it because adding an email address will help you reset your password or recover your account on your own without your practice's help, when required.

Is there any username and password policy to enroll in NextGen Patient Portal?

The **latest username and password policy is as follows:**

- You must provide a **unique username having 6 to 50 characters**. It can be a **combination of alpha-numeric and special characters (except any whitespace as character)**. The username is not case sensitive.
- You must choose a password that is easy to remember but difficult for others to guess. The **password must be between 8 and 200 characters**. It should be **alpha-numeric, with at least one upper case letter, one lower case letter, one number, and one special character**. If the password meets the password requirements, the corresponding cross marks (x) will change to tick marks.

How many security questions should I select?

When you enroll in NextGen Patient Portal for the first time, you will receive a prompt to select all five security questions and provide your secret answers for those. Security questions and the answers you provide will help you protect your account and verify your identity when you reset your password or recover your username without a registered email address. If you already have an account and you have not yet updated your security questions, while logging on to NextGen Patient Portal, you will be prompted to select all five security questions and set your answers.

How does Google Authenticator™ help me to secure my account while enrolling in NextGen Patient Portal?

Google Authenticator™ is a mobile security application with two-step verifications to protect your account with an extra layer of security. If you set up two-step verification, you can use Google Authenticator mobile application to receive a unique verification code. It is available for both Android and iOS. Ensure that you have downloaded the Google Authenticator mobile application from Play Store (for Android users) or App Store (for iPhone users).

If you enable Google authentication for your NextGen Enterprise Patient Portal account, each time you log on to your account, the mobile application will generate a new random code for you to enter. Google Authenticator mobile application also works offline.

Can I opt for Google Authentication after I enroll in NextGen Patient Portal?

Yes, you can opt for Google Authentication from **Accounts Setting**

What is an Account Email Address?

An account email address helps you get all the notifications related to your account activities, such as changing username or resetting password. You can also set your account email address as your preferred notification method from **Account Settings** to receive notifications associated with communications, appointments, PHRs, and statements.

This is to prevent associating multiple accounts with the same email address. It also provides you with a secure way to reset password or recover your account with minimal support. It is recommended that you add an account email address and verify that email address. **NOTE: It can be the same email address as your normal email.**

Appointments

Can I request appointments from NextGen Patient Portal?

You can request appointments online using NextGen Patient Portal.

Can I see all my appointments in NextGen Patient Portal?

Yes, you can see all appointments which includes appointments booked over the phone, at Broadway, or through NextGen Patient Portal.

Can I cancel my booked appointments?

Yes, you can cancel your booked appointments at any time from the NextGen Patient Portal. To cancel a booked appointment, go to the **My Appointments** page, open the appointment you want to cancel, and then click **Cancel This Appointment**.

Can I cancel a pending appointment request?

Yes, you can cancel pending appointment requests. Access **Mail > Sent Items**, open the appointment request you want to recall, and then click the **Recall Appt. Request** link.

What should I do if I don't see my doctor's name in the Request Appointment page?

You can access **Mail > Compose Message** and send a message to a provider to inform them that the provider's name does not appear on the **Request Appointment** page.

Medications

Can I renew my medications from NextGen Patient Portal?

You can send a message to your provider requesting a refill. We do however recommend that you contact your pharmacy first. All of our Refill requests are processed electronically and using the pharmacy will be the fastest way to get your refill taken care of.

Lab Results

Can I see lab results on NextGen Patient Portal?

Documents and lab results are **not automatically** uploaded to NextGen Patient Portal. They require the provider's approval before they are uploaded.

If you do not see your recent lab results, you should send your provider a secure message from the NextGen Patient Portal account asking for the status of a recent lab result. Your provider will send you an electronic copy of the lab result to your portal account.

In addition, you can request your latest Personal Health Record from **My Chart > Request Health Record** after your provider indicates that your lab results have been approved.

Statements and Payments

Can I make online payments from NextGen Patient Portal?

Yes, you can view balance and make payments. When an electronic copy of a balance is uploaded to your account, you will receive an email notification indicating a balance is available. Only the latest balance is payable on NextGen Patient Portal. To make payment for balance, go to your NextGen Patient Portal home page, click **Statements**, then click **Pay Now**, and enter the payment details.

Can I make multiple payments against a balance?

Only the latest balance is payable on NextGen Patient Portal. You can make multiple payments against the same balance. If your account is past due, you must contact the clinic's billing department.

Personal Health Records

What is a PHR?

A PHR is a document that contains information from your chart, such as allergies, medications, conditions, lab results, vital signs, immunizations, procedures, insurance, social history, family history, advanced directives, instructions, referral reasons, plan of care, demographic information, and functional status. You can update your PHR by accessing **My Chart > Request Health Record**. You can download your PHR as a PDF or Consolidated Clinical Document Architecture C-CDA document.

What is a C-CDA document?

A C-CDA document is like a PHR but uses a healthcare industry standard to organize information in XML format. You can take this file to other practices or healthcare entities and they can import the information from this file into their system. A C-CDA will become available in your inbox after the PHR is generated successfully.

Communications

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

Most NextGen Patient Portal documents are in Adobe[®] Acrobat[®] format. To view these documents, you need an Adobe Acrobat Reader. Ensure that you have the latest version of 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 on your browser. JavaScript is required to display messages and it may not be enabled on your browser. For more information about enabling JavaScript, click **Having Trouble?** on your NextGen Patient Portal page.

What should I do if I see an error message when trying to open or download a document sent by a provider?

There could be issues with the Internet Explorer security settings if you see any of the following error messages when trying to open or download a document:

- 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.

Click **Having Trouble?** on your NextGen Patient Portal page for instructions to fix this issue.

Can I “free text” who I want to send a message to, if I don’t see their name available from the drop down?

No. You can send messages only to the providers listed.

Portal Account Management

I already have a NextGen Patient Portal account. Can I be enrolled in multiple practices?

Yes. Multiple clinics can enroll you in NextGen Patient Portal. However, you will have one NextGen Patient Portal account. If you already have a NextGen Patient Portal account and if other practices enroll you, you must accept the enrollment after you log on to your NextGen Patient Portal account.

Can someone else log on to my account?

No. The account is secure. No one else can access your account unless they have your username and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. It is recommended that you completely log off every time you finish using NextGen Patient Portal. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four invalid attempts.

Do my children need a separate account from mine? How do I access my children's information?

No longer is a child required to have their own portal enrollment. The children need to be listed under a Care Manager's account. If Patient Services has added you as the Care Manager for your children's account, you can access your Child's/Children's information from one account. If you cannot view your children's information from your account, contact Broadway's Patient Service's Department and request them to add your child to your Care Manager account.

Can I change my password?

You can change your password from **Account Settings**.

Can I change my security questions?

You can change your security questions from **Account Settings**. You must select five different security questions.

Troubleshooting

How do I recover my username?

To recover your username, go to the NextGen Patient Portal logon page and click **Forgot username?** On **Forgot username**, type your email address and click **Submit**. You will receive an email with a link to reset the password in your verified account email address.

Can I recover my username without a verified account email address?

Yes. If you do not have a verified account email address, you can recover username using your notification email address.

From the logon page, click **Forgot Username**, type your notification email address and click **Submit**. Then, you must type your **Last Name** and **Date of birth (mm/dd/yyyy)** and click **Submit**.

If you do not have either a verified account email address or notification email address, you must contact the clinic to recover your username.

How do I change my username?

You can change your username from **Account Settings**.

Why am I getting option to change my username?

The username policy has changed. According to the new policy, your unique username must have 6 to 50 characters, a combination of alpha-numeric, and special characters (except any whitespace). Your username is not case sensitive. The unique username helps you to secure your account and prevent unauthorized access to your account.

I have valid account email address, but I don't have access any longer. What should I do?

You must change your account email address from **Account Settings**.

Can I receive notifications not associated with Account Settings in a different email address?

The **Preferred Notification Method** option enables you to specify your preferred methods for receiving notifications related to all communications between you and your practice. These notifications do not include the notifications related to your account settings, for example, the notification

that you receive when the practice sends you a message or when a statement is sent to your portal account. You can use a different email address as the preferred notification method for these notifications.

Why am I not receiving notifications related to my account?

Ensure that you have a registered and verified account email address.

Why am I viewing a message on my NextGen Patient Portal home page after updating my email address?

If you have not yet verified your account email address, the home page will display the message. To verify your account email address, open your email and click the **Verify email** address button. If you verify your account email address, you will receive notifications related to the account settings in your email address.

How do I reset my password?

To reset your password, go to NextGen Patient Portal logon page, click **Forgot password?** On the **Forgot password** page, type your verified account email address in **Email or Username**, and click **Submit**. You will receive an email with a link to reset the password.

Can I reset my password without an account email address? How do I reset my password if I do not remember my account email address?

You can reset your password without an account email address if you have a username and can answer your security questions.

Once, you type your username and provide answers for your security questions, the **Reset Password** page opens.

When should I opt for password reset token?

You can opt for password reset token when you do not have a registered account email address or you have forgotten the answers for your security questions.

How can I get a token to reset my password?

You must contact Patient Services to get a token to reset your password.

My reset password link is not working. How can I receive a new reset link?

The reset password link expires after the time specified in the email. You must click the **Forgot password** link on the logon page to receive a new link.

Why am I being asked to change security questions?

Portal users must now select five questions and set the answers. If you are an existing user and if you have not yet updated your security questions, you will be prompted to select all five security questions and set your answers. You can also update the security questions from the **Account Settings** page after you logon.

How do I recover my forgotten password?

To recover your forgotten password, you can do any of the following:

- If you have provided your account email address and verified your Patient Portal account, then after typing your username or email address on the **Forgot Password** page, you will receive an email containing instructions to recover your account. Open the email and reset your password to access your Patient Portal account.
- If you have not provided your email address and have not verified your NextGen Patient Portal account, you must remember your valid username and security questions. After typing your username on the **Forgot Password** page, the system will ask you to answer *two* security questions that you have already set up. You will get *three* attempts to give the security answers for each of the *two* questions. Make sure the answers are entered exactly how they were entered initially. Answering the correct answers will redirect you to the **Reset Password** page. Reset your password to access your NextGen Patient Portal account. Unsuccessful attempts will lock your account for 20 minutes.

Why am I viewing disclaimer related to PHR and Medications? What should I do?

NextGen Patient Portal displays a disclaimer regarding your PHRs and medications when you log on to your portal account. This disclaimer is to inform you that PHR and Medications you are viewing may not be your complete information and are only from your enrolled practices. You can do one of the following:

- Read and then acknowledge the disclaimer by clicking **OK**.
- Click **x** to dismiss the disclaimer and read it later. **If you click x and close the disclaimer, the disclaimer will be displayed every time you log on to your portal account until you acknowledge it by clicking OK.**

Software Requirements

Can I use NextGen Patient Portal on my mobile device?

Yes. NextGen Patient Portal is available for mobile devices and tablets. Please go to your App store. Search for the Nextgen Patient Portal App

Which are the supported browser versions to use the website?

The following browsers are supported:

- Microsoft[®] Internet Explorer[®] 11.0 or later.
If you are using Internet Explorer 11.0 or later in the compatibility mode, few pages may not load correctly. You can remove the NextGen Enterprise Patient Portal link from the compatibility mode to load the pages correctly. To remove the NextGen Enterprise Patient Portal link, open Internet Explorer > press **Alt** > click **Tools** > select **Compatibility View Settings** > under **Website you've added to Compatibility View**, select the NextGen Enterprise Patient Portal link > click **Remove** > clear the **Display intranet sites in Compatibility View** check box > click **Close**. Re-open your browser.
- Mozilla[®] Firefox[®] 54.0 or later
- Google Chrome[™] 59.0 browser or later
- Opera
- Apple Safari[®] 9.1 or later
- Android 4.0 or later or Apple[®] iOS 7.1 or later (for the mobile version)