

Patient Portal FAQ

I can't remember my login information.

To access NextGen® Patient Portal (previously NextMD®), you will need to successfully complete enrollment and create an account.

If you do not remember your user name you can go to the below link and retrieve it.

<https://www.nextmd.com/PasswordRecovery/RecoverUserName.aspx>

you will enter your email address, then click the submit button. In a few minutes, you will receive an email containing your user name.

PASSWORD:

If you forgot your password, you can recover it by entering your user name and answering a security question. You can visit the password recovery page by clicking on this link:

<https://www.nextmd.com/PasswordRecovery/RecoverPassword.aspx>

enter your user name, followed by the answer to your security question. Once you successfully answers the security question, you will receive an email containing a password reset link. Please click on the password reset link to change the password.

Please note:

- 🕒 User name and password are case sensitive.
- 🕒 The password must be between six and 20 characters and contain at least one number.
- 🕒 When resetting a password, you can enter a new security question and answer.
- 🕒 Your email provider may block NextGen Healthcare's automatically generated messages. If your not receiving our emails, please check your spam filter settings and allow messages from noreply@nextgen.com or nextmddevelopment@nextgen.com.

2. I can't remember the answer to the password reset question. I'm having difficulty creating a password reset link.

You can contact the office to request a password reset link. The office will send you a new email (please allow 30 min to receive this email) Please follow the instructions in the email from there.

3. I can't open an Adobe® PDF document.

Many NextGen® Patient Portal documents are in Adobe Acrobat® format. To view these documents, you need Adobe Reader®. Please make sure you have the latest Adobe Reader installed. If Adobe Reader is installed but you still can't open any documents, please check to see if JavaScript is properly installed on the computer. Follow the steps below to enable JavaScript.

Internet Explorer

- Go to the 'Tools' menu, and select 'Internet Options'.
- 🕒 Click on the 'Security' tab.
- 🕒 Click on the 'Custom Level' button.
- 🕒 Scroll towards the bottom and find the option 'Active scripting'.
- 🕒 Set the 'Active scripting' option to 'Enable' and click the 'OK' button.
- 🕒 Click the 'Yes' button in the Warning dialog box.
- 🕒 Click the 'OK' button in the 'Internet Options' window.
- 🕒 Press the 'F5' key on your keyboard to reload the page

Firefox

- Go to the 'Tools' menu and select 'Options'.
- 🕒 Click on the 'Content' tab, check the 'Enable JavaScript' box.
- 🕒 Click on the 'OK' button.
- 🕒 Press the 'F5' key on your keyboard to reload the page.

Still having trouble? Try this:

- In Internet Explorer, go to the Tools menu, and select Internet Options.
- 🕒 In the Internet Options dialog box, click on the 'Advanced' tab.
- 🕒 Go to the Security section, scroll towards the bottom.
- 🕒 Uncheck the 'Do not save encrypted pages to disk' option.
- 🕒 Close all Internet Explorer windows.
- 🕒 Start Internet Explorer and then try to download the file again.

I can't complete enrollment and/or log into the NextMD website.

Did you create a Patient Portal account? You will need to complete this enrollment step before you can log into the NextMD website. During the enrollment, you will set up your username and password.

Your practice should have given you a security token and instructions on how to complete enrollment on the NextMD website.

To complete enrollment, click on the "Enroll Now" button from the NextMD login page (www.nextmd.com). Please enter your security token and email address. If you don't have a security token, please call your practice to get one.

If you are having problems enrolling, please contact your practice to:

1. Double-check that you have the correct security token, and
2. To verify that your practice used the correct email address when signing you up for Patient Portal

I can't pay my statement.

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 office directly. If your statements are overdue, please contact your practice to resend the statement.

I can't see lab results.

Documents and lab results do not automatically upload to the website; they need provider approval prior to upload. You should send you a secure message from your Patient Portal account asking if you are inquiring for the status of a recent lab result. When the provider sends the electronic copy of the lab result to your account, you will receive an email notification indicating a document is available in their Inbox.

My "submit" button is frozen.

- 🕒 I Are you using a mobile device. If the answer is yes, try using a regular computer instead.
- 🕒 If you are not using a mobile device, try with a different browser, if possible.
- 🕒 Were there any other messages displayed on the screen?

Please make sure JavaScript is enabled in your browser. You will need JavaScript to display Patient Portal messages. Follow the steps within question # 3 to enable JavaScript.

I cannot see all of my appointments in the Inbox.

Only appointments made directly through the Patient Portal website are displayed here. Appointments made by phone or at the practice location will not appear.

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 such as the following:

- 🕒 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.

There is an issue with your Internet Explorer security settings, preventing the document from opening

or downloading.

To resolve the issue, follow these steps:

1. In Internet Explorer, go to the Tools menu, and select Internet Options.
2. In the Internet Options dialog box, click on the Advanced tab.
3. Go to the Security section, and scroll towards the bottom and find the option 'Do not save encrypted pages to disk'
4. Uncheck the 'Do not save encrypted pages to disk' option.
5. Close all Internet Explorer windows.
6. Start Internet Explorer and then try to download the file again.

The Patient Portal system helps patients communicate with your office in a fast and efficient manner. There are different modules in the system that allow patients to communicate with your office, request a medication renewal, make an appointment request, view statements, make online payments, and request your personal health record, etc.