

# Newman Medical Partners (NMP) NextGen Patient Portal FAQ's

## Enrollment Questions

### What is NMP Patient Portal?

NMP Patient Portal offers secure on-line access to portions of your electronic medical record, where your health information is stored. It allows you to securely use the Internet to help manage and receive information about your health. With Patient Portal, you can use access your:

- Medications
- Lab Results
- Documents
- Secure Communication
- My Account

### Who can enroll in NMP Patient Portal?

All patients are eligible for enrollment in the NMP Patient Portal. Minors 17 years of age and younger may be added as dependents to their parents or legal guardians accounts. For patients 18 years of age and older, a proxy access will be required in order for a parent or legal guardian to log into their personal NMP Patient Portal account, and then connect to information regarding their family member. Complete a NMP Patient Portal Proxy Authorization Form for patients 18 years of age and older and return it to the clinic's front desk to request access to this convenient service. The form must be signed by both the patient and parent or legal guardian; the patient will need to deliver the form to any NMP clinics front desk.

### Is there anything I need to have in order to use NMP Patient Portal?

You need access to a computer connected to the Internet and an up-to-date browser. The browsers supported by NMP Patient Portal are:

- Google Chrome 7.0 and higher on Windows
- Internet Explorer 6.0 and higher on Windows
- Mozilla Firefox 2.0 and Windows
- Opera
- Adobe Acrobat Reader (<http://get.adobe.com/reader/> )

### I don't have a personal email account. How do I get one?

A number of different services offer free email accounts. Some of the more common ones are Google's Gmail, Yahoo and Hotmail. You can go to their websites, e.g., gmail.com, yahoo.com or hotmail.com and follow instructions for setting up an email account.

## Your NMP Patient Portal Record

### When will I see my test results or documents in NMP Patient Portal?

Documents and lab results cannot be automatically uploaded to the website; they need provider approval prior to upload.

### Why are certain test results not shared electronically via NMP Patient Portal?

Some tests are very sensitive and access to these results is protected by federal law.

### How can I receive "My Chart" in the Patient Portal?

To request your chart be made available online, from within the portal Select **MY CHART > Request Health Record**. Please allow 24 hours for the request to be completed.

### Can I combine my accounts from different NMP practices?

You must contact your practice to combine your accounts in the NMP Patient Portal website. Your practice should authorize NextGen Healthcare to change your account information.

### Can my spouse and I share one NMP Patient Portal account?

Due to the sensitive nature of medical information, each adult must have an individual NMP Patient Portal account.

## Getting help using NMP Patient Portal

**\*\*NMP Patient Portal username and password are case sensitive; your password must contain at least one numeric character. Failure to log on after four times with an incorrect password will result in the system locking your account for 20 minutes.**

### 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 user name 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.

### 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 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.

While we are in the process of implementing our patient portal, we have limited the number of features readily available to our patients. We will be adding additional features in the future.

To access the patient portal please visit <http://newmanrh.org>, click on the 'My HEALTH INFO' button in the top right corner and select NMP Clinics (Physician Clinics) button or to simply log into your portal account visit <https://nextmd.com> directly.