

## PATIENT PORTAL

Welcome to the Patient Portal, your medical home on the web!

With Patient Portal, you can connect with your doctor through a convenient, safe and secure environment.

Using our secure portal you will be able to:

- Send messages to our clinical staff
- Request and view your appointments
- View your chart and request your health record
- View your statements and pay your balance
- Request a prescription refill

## ENROLLMENT

You have been enrolled in our Patient Portal. To protect the privacy of your medical information, please do not share your username and password. You will be required to enter these credentials when you log in to the website. The Patient Portal allows access to your medical record. Labs and other test results are available within seven days of your visit. If you do not see your test results within seven days, navigate to the *My Chart* tab, select *Request Health Record* and click the submit button to receive an updated medical record.

You will be provided a temporary enrollment user ID and password by the office staff either at your office visit or you may call the office to obtain them.

Log into NextMD by following these steps:

1. Go to [www.NextMD.com](http://www.NextMD.com)
2. Click *Create Account* at the bottom. Then read and accept the terms and conditions.
3. Click *I have a temporary username and password*.
4. Enter the temporary user ID and password
5. Follow the prompts to create your new user credentials, set up security questions and enter your email address.

## FAQ'S

- My temporary user ID and password do not work. What now?
  - Please call the office and request an enrollment token. The staff should be able to provide you with an enrollment token to use instead of the temporary user ID and password. The temporary credentials may have expired and are no longer working.
- When creating my new account, I was told to use a Google Authenticator. What is this?
  - Google Authenticator is another layer of protection for your Portal account. You may choose to bypass this, or you can select to use the authenticator. The Portal will prompt you to download the Google App on your phone and will require that you use this app each time you attempt to access your Portal.
- I am unable to access my account.
  - If you have forgotten your username and/or password, you may try to retrieve the information by selecting the *forgot username* or *forgot password* links. The system will send an email with a link to access your account and reset your password. If you are still experiencing difficulties accessing your account, please call the office for help.
- I am a minor (under the age of 18 years old). Can I create and access a Portal account?
  - Capital Women's Care is not currently offering Patient Portal accounts for minors. Information about services provided to a minor for which the minor has the right to consent to treatment cannot be placed in a portal that can be accessed by a parent or guardian. Unfortunately, we cannot filter these services out. Therefore, minor accounts will not be set up for the Patient Portal.