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Frequently Asked Questions about the NextGen® Patient Portal

Question: What information can I view on the patient portal?
Answer: Labs ordered and reviewed by your cardiologist, some details from your office visits, as well as the dates of previous visits can be seen using the "My Chart" feature. A summary of this information can be downloaded or sent securely to another physician. Diagnostic test results are not available at this time.

Question: How do I use the Mail feature? Can replies be sent directly to my email instead of the portal?
Answer: The mail feature provides an additional way to contact your care team. Messages that you send will be routed by our medical staff to your physician's team. For your safety, it is important that you do NOT use this feature for emergency medical situations. Please note that all correspondence via the portal inbox will become a part of your permanent medical record. For security purposes, direct email communication is not available at this time.

Question: I received an email stating that I had a "secure communication" in the portal. Is this urgent?
Answer: We will not send unsolicited clinical information to you in the patient portal. The office and your care team will always contact you directly for test results, appointments, or other aspects of your medical care. However, please note that we do send occasional notifications regarding holiday closings as well as "Helpful Hints" from our nursing team.

Question: What do I do if I can't see my recent visit information when viewing "My Chart"?
Answer: Under the "My Chart" tab, click on the "Request Health Record" option. You will be prompted to select the office from the drop-down menu. When you click submit, the request is processed automatically. You will receive an email notification once the update is completed. You will need to log out and then back in to see the updates.

Question: I see other doctors who also use the NextGen patient portal. Do I have to keep them separate?
Answer: No. The portal allows you to add multiple practices to a single account. You can add practices by logging into your existing account and choosing "manage practices" under the "settings" menu. Simply enter your enrollment (security) token and a few basic details. You can then switch between practices using the drop-down menu found at the top of each page.

Question: The "My Information" page has incorrect/out of date information. Should I notify the office?
Answer: The demographic information seen on the portal does NOT reflect any updates or corrections to the information in our system. Once you enroll, changes made in the office will not carry over to the portal. Furthermore, any changes you make will not be reflected in your office record. Please notify the office of any changes to your contact information.

Question: I cannot log on to my portal account. What do I do to get back in?
Answer: On the main page, look for this link to begin: ?*Need help with your username and password?*
From here, you can restore your access even if you don't remember some of your credentials. If you require further assistance, you can obtain a reset token by contacting the practice.

Question: I re-scheduled an appointment, but it has not changed on the portal. Is the portal correct?
Answer: No. Please disregard any appointments displayed for our practice. This feature is not working correctly at this time.