

# NextGen® Patient Portal

## PATIENT FAQs

### What is a patient portal?

A patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare practice at any time. This convenient online connection puts you in control of your healthcare from any web enabled device.

### Why activate your patient portal account?

A patient portal offers several benefits. You can bypass your practice's call center to view appointments, request prescriptions, or directly communicate to your healthcare team. You can also view your health records, access visit summaries, and send us documents if needed.

### What kind of records will I have access to through the patient portal?

You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, appointment history, and any other information your care team has made available for you to view.

### What can I do with my health records?

You can easily review, download, or share your health records with other providers.

### How do I enroll in the patient portal?

Enroll in 3 easy steps:

1. Provide a valid email address to your practice. You'll receive an invitation to enroll. This invitation will be valid for 10 days.
2. Create a username and password, and select a primary location for the office you visit the most. Then follow the remaining steps to activate your account.
3. Use your username and password to securely stay in touch with providers and access your health information anytime, anywhere.

### What do I do if I didn't receive an invitation to create my patient portal?

Please reach out to your practice to resend an invitation to enroll.

### How do I access my portal once I have created my account?

Once you have enrolled, you can access the patient portal from our website, [www.arapc.com](http://www.arapc.com). The portal is also accessible from the email notifications you will receive.

### Can I share access with a trusted representative?

You can invite trusted representatives to access your patient portal in your "Account" If they do not have a patient portal account, they will be prompted to create one. From there, they can toggle between their own account and any accounts that have been shared with them.

### How can I access a patient portal for my child/underaged minor or parent?

Your practice will send a parent/guardian invitation to view and manage your child's account.

## How do I contact the practice through my patient portal?

You can easily message the practice through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view any replies from the practice.

## What is going to happen with my existing NextMD Patient Portal Account?

The NextMD patient portal account will no longer be available for use once we go live with the new patient portal platform on July 24th, 2023. You will be able to temporarily log into the NextMD account after the go live date, but it will be in read only access. If there was any prior information sent to you that is now inaccessible, we are able to send it to you again through the new portal upon request.

## What devices are compatible with the patient portal?

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Microsoft Edge 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

## What do I do if I forgot my username and/or password?

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

## I can't remember the answer to my security question to reset my password?

If you forgot your username and/or password and don't know the answer to your security question, please reach out to us at 301-942-7600 and select the prompt for patient portal support.

## Can two parents/guardians link to the same child's account?

More than one parent can have access to their child's information. For example, divorced parents will have their own access to view their child's portal account.

## Is my patient portal secure?

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

## Who do I contact if I have questions?

Reach out to us by dialing 301-942-7600 and select the prompt for patient portal support.

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