

# NEW PATIENT PORTAL RESOURCE GUIDE

Arthritis and Rheumatism Associates, P.C. has a new patient portal! It is a secure and personalized portal that will empower you to manage your healthcare interactions and communicate with our practice from any web-enabled device. This online HIPAA-compliant tool puts you in control of your healthcare by providing you with access to your healthcare information whenever you need it while protecting your privacy.

ARA's patient portal is the most efficient way to request refills on medications, request or change appointments, and view your health information including lab reports and visit summaries.



## Appointments

- Request a new appointment and view upcoming appointments.

Appointment cancellations cannot be accepted via the portal and must be done at least one business in advance to avoid a fee by phone call or using your appointment reminder.



## Messages

The most efficient way to ask our practice a non-urgent question is through the portal. *(Please note that we request 3 business days to respond to these messages. Any significant medical issues must be addressed with an appointment.)*

- Billing or insurance
- Infusion appointment request
- Medical records request
- Non-urgent message to provider team. (Please note that we request 3 business days to respond to these requests.)
- NEW – Upload Attachments to send documents or results from other healthcare providers



## Medication

- View your active and inactive medications
- Request a non-urgent prescription refill



### Health Record

- View, download, and print your clinical summaries.
- Request consolidated health records
- Securely share your visit summaries with your healthcare providers
- Email your visit summaries as needed
- Access patient education resources



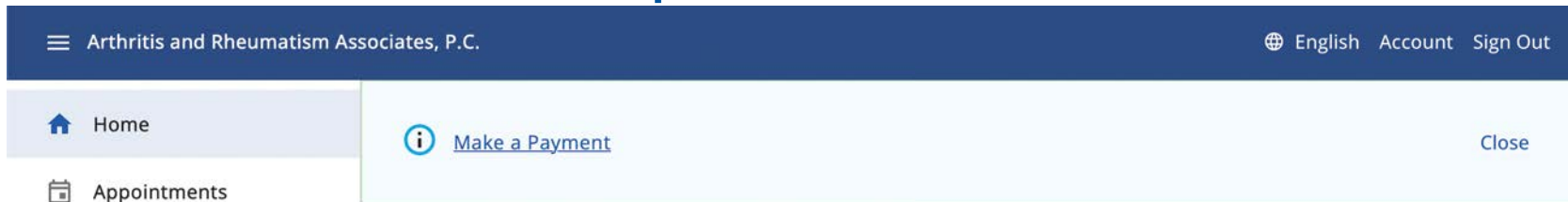
### Ask a Question



### Patient Education

Launch the patient education tool and have access to Medline Plus, an online health information resource for patients and their families. You'll have access to the world's largest medical library at your fingertips!

## Additional features of the portal include:



- The "Make a Payment" link in the top section of the patient portal will direct you to our secure payment link. *We cannot upload billing statements to the portal. Should you need a billing statement, contact our Business Office at (301)942-3126.*
- Ability to view the portal in English or Spanish
- Update your Account
- Within your account, you can link account(s) and add a trusted representative

Enrollment with the Portal is almost automatic once you become a patient. You will receive an email invitation from [noreply@nextgen.com](mailto:noreply@nextgen.com) to enroll. However, if you need assistance requesting an account, please call us at **301.942.7600**, and select the prompt for patient portal support.