

Get secure on-line* access to your medical information conveniently and privately.

NextGen is UMC's Neighborhood Healthcare Center's patient portal. It is accessible to you 24 hours-a-day, 7 days a week and anywhere via Internet access.

With the portal you can:

- View your visit information
- Access your Plan of Care
- Access your laboratory results
- Print referrals
- And more

Who can register?

Adult and pediatric patients receiving treatment at any one of our healthcare centers can register for access to the portal. Pediatric patients (2-12 yrs.) can register through their legal guardians in accordance to the Terms and Conditions of the website. Access to patients between the ages of 13-18 is not available.

NEXTGEN®
Patient Portal
www.nextmd.com

*An active email address is required to register and to receive notifications to access the patient portal. Ask a Registration Representative for assistance in registering for the NextGen portal.

Frequently Asked Questions

How do I enroll and log on to the NextGen Patient Portal website?

To access NextGen Patient Portal, you must have successfully completed enrollment and created an account. You must complete enrollment using a security token before you log on to the portal's website. You must obtain the security token from your practice, and set up a user name and password during enrollment.

How do I retrieve my user name?

Click on 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 to reset your password after you enter the correct details.

How do I retrieve my password?

You can reset your password by entering the user name and answering your security question. You will receive an email to reset password after you answer the security question.

How can I reset password if I can't answer my 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 to reset your password after you enter the correct details.

Can someone else log on to my account?

The system is secure. No one can access your account unless they have access to your user name and password. You must create a strong password with a combination of alpha-numeric and special characters for your account. The system will lock your account after four attempts to log on with an incorrect user name or password.



UNIVERSITY MEDICAL CENTER
NEIGHBORHOOD HEALTHCARE CENTERS



UNIVERSITY MEDICAL CENTER
NEIGHBORHOOD HEALTHCARE CENTERS

We Bring Healthcare Closer to Home

(915) 790-5700, 7am – 9pm, Mon. – Sat.

Patient Portal
**Anytime Access
to Your Medical
Information**

How to Register?

Accessing the portal is simple. All you need is to provide the Registration Representative and active personal email address* at registration. The Registration Representative will issue you a “Welcome” letter with a token (access code) printed on the letter that is necessary for initial access to the portal. The letter will contain the Internet link and instructions that will guide you in creating your account.

To protect your privacy, keep the enrollment token secret. The token will expire after 30 days. If the token expires or is misplaced, and you have not completed your enrollment in the portal, you will need to visit the healthcare center to begin the process again. The token is only needed at the time of enrollment, after that it will no longer be required.

You can obtain a token without providing an email address at the time of your visit. However access to your medical information is quicker if you do. If you don't provide an email address during your visit, you will need to call a Registration Representative and provide them an email address before you begin the registration process.

Please call, **(915) 790- 5700**, for questions on registering or to provide an email address.

UniqueUser

(case sensitive, minimum 6 characters up to 20 characters)

AStrongPassword1986

(minimum 6 characters up to 20 characters, at least 1 number)

You will also be asked to create a security question so that you can reset your password if you ever forget it. Choose something that is easy for you to remember but hard for someone else to guess.

Registering

Visit www.nextmd.com and click on the “enroll now” button. After that you will be asked to enter your token and email address. Submit your information to continue the process.

Creating a User Name and Password

Your user name and password are case sensitive. Your user name must be at least 6 characters long and cannot be more than 20 characters long.

Your password must be at least 6 characters long, cannot be more than 20 characters long, and must contain at least one number.

After you have registered:

Logging In to the Patient Portal

Visit www.nextmd.com to log in to the portal with your new user name and password.

Navigating the Portal

Once inside the portal your homepage is the central point to access information. From here you can request a Personal Health Record. After the request is submitted you can find your record by clicking on the left side of the web page under the “inbox” menu. The portal allows you to view your health record, lab results and other medical information.

Once you've accessed your information remember to log-off by clicking “Logout” on the upper right hand side. Additionally, you should exit the browser application to prevent unauthorized access to your personal health information.

Notification by E-mail

You will receive email messages to your personal email account used to register from “UMC Clinical and Education Services” notifying you when there is something in the portal for you to review, print or respond to.

