

Frequently Asked Questions

Patient Portal

We are available to take your calls during normal business hours Monday through Friday from 8:00am to 5:00pm at (877) 430-7337.

- **What is Patient Portal?**

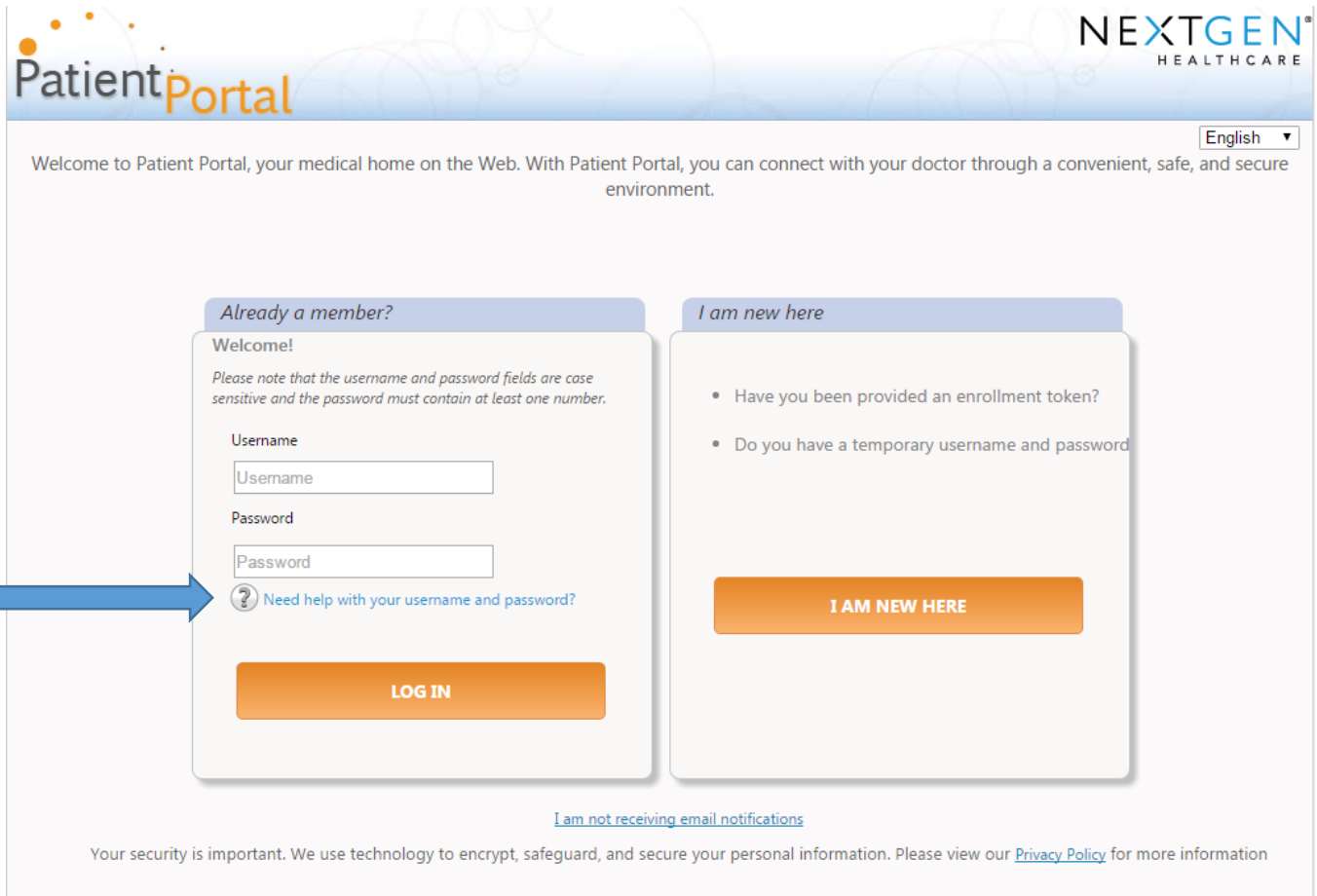
Patient Portal is a secure web-based system that will allow you to send and receive communication from your physician, schedule an appointment, request a prescription refill and obtain educational information from the comfort of your home or office.

- **How do I sign up for Patient Portal?**

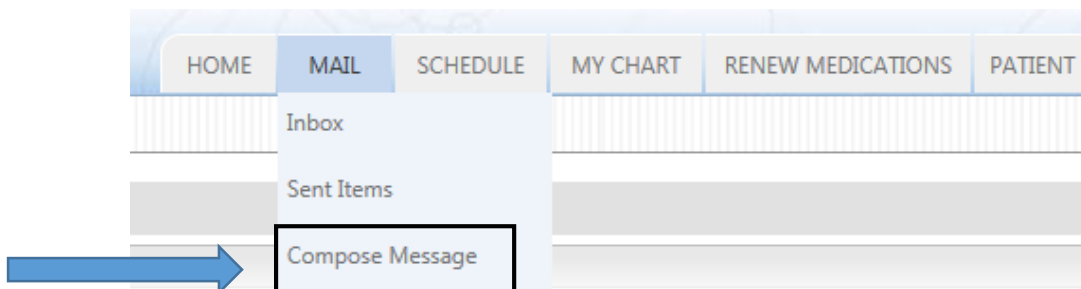
1. Please check your email inbox and look for an email from Pacific Cardiovascular Associates Medical Group “Welcome to NextGen Patient Portal”
Note: If you are having difficulty viewing this email please add nextmd.com to your contact list, address list or do not block list to ensure Patient Portal emails are not filtered to spam.
2. Within the email you will see your enrollment token number at the top of the page. Please save this number, you will need it when you register for your Patient Portal Account.
3. Please click the link provided in the email labeled “Click here to go to Patient Portal”
4. Once you click the link you will be directed to a Terms and Conditions page – click “I Accept”.
5. You will then be lead to an Enrollment Validation page where you are asked to provide your security token, date of birth and email address. Once you have filled in these blanks, click “Submit”.
6. You will then be prompted to create security questions, user name and password.
7. Once you have successfully created your patient portal account please go to the upper right hand corner and select the “My Chart” tab to Request Health Record. This will allow us to populate your information in your Patient Portal account.

- **How do I log in after I have already created an account?**
Go to www.nextmd.com and provide your username and password.

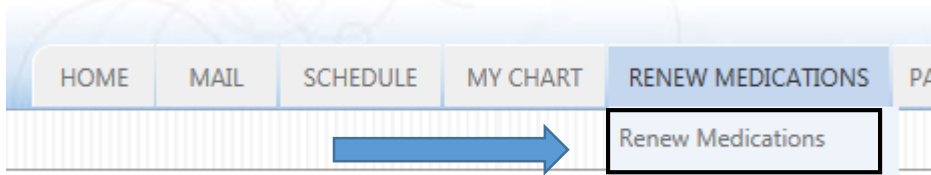
- **What if I forgot my username and password?**
Please go to www.nextmd.com and click “Need help with your username and password” link.



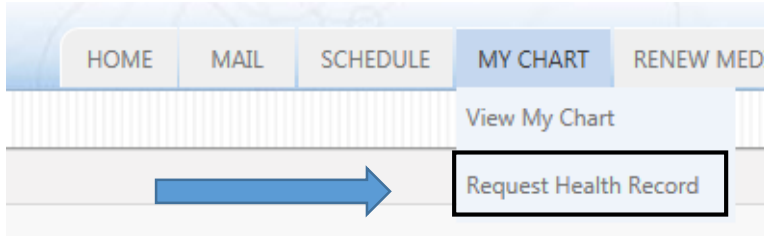
- **How do I send a message to my physicians nurse?**
In the upper right hand corner click “Mail” then “Compose Message”



- **How do I request a renewal of my current medication?**
In the upper right hand corner click “Renew Medications”



- **How do I view my lab results?**
In the upper right hand corner click “Mail” then “Compose Message”



- **How do I request my test results?**
In the upper right hand corner click “Mail” then “Compose Message”

Compose Message

1) Select Practice and Patient

*Practice: Pacific Cardiovascular Associates

2) Select Message Category and Recipient

Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.

*Category: Test results

*To: Please make a selection

* Subject:

* Message:

 A blue arrow points from the left towards the *Category dropdown menu.

- **Do I need to request my lab/test results via Patient Portal?**

All lab results will automatically populate in your Patient Portal 24 hours after your cardiologist signed off on your results. If you would like your testing results please message your cardiologist in Patient Portal and we will post your results of your recent test in your Patient Portal Account.

If you have not received a call within 5-7 business days please call (877) 430-7337 and dial 3 to be connected to the nurse hotline.