



### **NextGen 6.2021.1 Upgrade FAQ**

1. Will patients need to re-enroll in the new portal if they were already enrolled in NextMD?
  - a. Yes! This is not a patient portal upgrade but rather a complete overhaul with a new platform. No patient enrollments will carry over, everyone must be re-enrolled after Go-Live.
2. Will patients be able to send Providers a message directly?
  - a. Message routing is determined by the workgroups chosen by each division. If a provider elects to be included in that workgroup, they can receive the messages directly, but most providers have the messages routed through support staff. Most care centers kept their workgroups the same.
3. Will patients be able to "request my health record" in the event the physician didn't send the result to the portal?
  - a. Yes! Patients will automatically get a copy within 24 hours of enrolling but can also request a C-CDA/ patient health record, at any time.
4. Will Providers be able to send a message to the patient via the portal?
  - a. Yes, no change to this workflow.
5. Will patients have access to their results before it is signed off by the Provider?
  - a. Yes!
6. What is the website for the portal?
  - a. Please direct patients to [cwcare.net](http://cwcare.net) and have them click the icon for Patient Portal.
7. Can I still send results with a message out of the PAQ?
  - a. Yes, no change to this workflow.
8. Will the graphic interface look different on the physician's side?
  - a. No changes to the EHR graphic interface or workflow for responding to patient portal messages. Only the graphic interface for the patient is changing.
9. Can a provider put an "out of office" type of message for portal?
  - a. No change to this workflow. Out of office delegates can be set or the message properties can be set to "do not allow reply". This is not an auto-responder feature.

10. Can the patient send attachments?
  - a. Due to a few system limitations our CMO decided to leave this feature off for now. Turning this feature on will be voted on by the Clinical Governance Board.
  
11. Can we send attachments?
  - a. Yes! We can now attach BMP, JPEG, TIF, DOC & PDF files in addition to Crystal Reports!
  
12. Will the patient see all her history when logging in to the new portal?
  - a. A C-CDA will automatically be generated and sent to the patient within 24 hours after completing her enrollment. This will include medical history but not the previous portal messaging, appointment request history and medication refill requests.
  
13. Is the new portal like My Chart (Epic's patient portal)?
  - a. While the new platform is very user friendly, much like My Chart, it is not a native application you can download from the App Store. The portal can be accessed on any internet browser and is mobile friendly.
  
14. Will all the provider's items be in the PAQ if anything flows in during the last part of the day, after they have logged out?
  - a. Yes, absolutely!
  
15. Will the patient receive an error if they choose the wrong location?
  - a. No, the new portal has nothing to pull their previous location from. The patient will need to choose from the location list.
  
16. Will the C-CDA be current when patient logs in?
  - a. They will have the longitudinal C-CDA sent to them upon enrollment. Then each encounter, they will get an encounter summary specific to that encounter, after the encounter locks. She can always request her medical record and get another longitudinal C-CDA record sent to her.