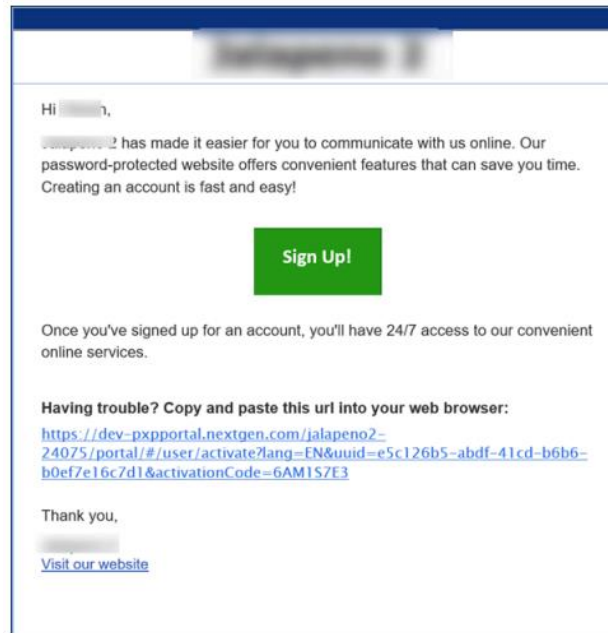


# PxP Patient Experience

## Activate PxP Account

1. An invitation email will be sent to the patient. The Patient selects the Sign Up Button to activate their PxP Account.



2. A verification page opens
  - a. Zip Code and DOB must match what is in their chart.

The screenshot shows a verification page with a blue header. The main content area is white and contains the following text: "Please Verify Some Information", "Please enter your date of birth and zip code so that we can verify you.", a text input field for "ZIP code\*", a "Date of birth" section with three input fields for "Month", "Day", and "Year", a "Cancel" link, and a blue "Continue" button.

3. Welcome Screen opens prompting to create security questions:

Welcome! Create Security Details

Thank you for joining the portal. Please create a password and answer a secret question.

User name\*

Secret Question\*

Password\*

Answer\*

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- one capital letter
- one lower case letter
- one number
- one symbol (\$!%&@?)

Phone\*

Type\*

By creating an account, I accept my health care provider's [Notice of Privacy Policy](#) and [the Terms & Conditions](#).

- User Name** – must be unique and can contain 6-256 characters. Can be a combination of Alpha, Numeric & Special characters, **NO SPACES**
- Password** – must contain 8-23 character
  - One uppercase Letter (A-Z)
  - One lower case letter (a-z)
  - One Digit (0-9)
  - One special character (@&%\$)
- Select security question and answer
- Enter phone number and select phone type.
- Select your office's location
- Select Enter Portal

## Resetting Password & Username

### Password

- A patient can reset their password by selecting the link, I forgot my username and/or password and then answering the security questions.

Remember me

[I forgot my username and/or password.](#)

- The patient will be prompted for their email or username

## Help with Sign In

Enter your email or user name and we'll help you sign in.

Email or user name:\*

Cancel

Continue

- They will be sent an email to update their password or username.

Email Sent

We just sent you an email to b\*\*\*\*\*l@n\*\*\*\*\*.com

The email contains your user name. Click the button in the email to reset your password.

The button to reset your password will expire in 24 hours.

Close

- The email will resemble this message:

Hi Test 7,

We understand that you need help signing in.

Your user name is **RCMTestPatient7**. If you know your password, you can [Sign In](#) now.

If not, you can sign in once you've reset your password.

Reset Password Now

Thank you,

Capital Women's Care

- Once the button is selected the patient will be redirected to the portal to answer their security question, they select Continue to Reset Password

### Help with Sign In

Hello, Test 7

Your user name is: **RCMTestPatient7**.

If you know your password, you can [Sign In Now](#).

In order to reset your password, please answer your security question.

What was the name of your first pet?

[Cancel](#)

[Continue to Reset Password](#)

- The patient will create a new password, select Save and Enter Portal  
Reset your Password

Please create a new password.

New password: \*

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- ✓ one capital letter
- ✓ one lower case letter
- ✓ one number
- ✓ one symbol (&%#@!?)

Confirm password: \*

[Cancel](#)

[Save and Enter Portal](#)

- The patient will be redirected back to the Login screen

### Sign In

Username\*

Password \*

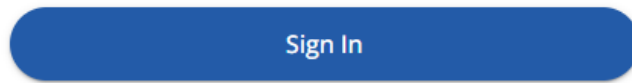
[Sign In](#)

Remember me

[I forgot my username and/or password.](#)

## Username

1. A patient can reset their username by selecting the link, I forgot my username and/or password and then answering the security questions



Remember me

[I forgot my username and/or password.](#)

2. The patient will get an email with a link to Reset Password Now, this will take them to reset their **username**.

Hi Test 7,

We understand that you need help signing in.

Your user name is **RCMTestPatient7**. If you know your password, you can [Sign In](#) now.

If not, you can sign in once you've reset your password.



Thank you,

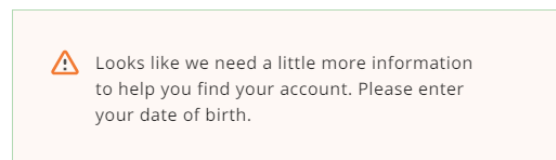
Capital Women's Care

3. The patient will then be prompted to enter their email and DOB.

### Help with Sign In

Enter your email or user name and we'll help you sign in.

Email or user name:\*  
bhammel@nextgen.com



Date of birth

Month Day Year

Cancel

Continue

4. They will then be redirected to the portal where they will see their Username. Select the **Sign In Now** button.

### Help with Sign In

Hello, Test 7

Your user name is: RCMTestPatient7

If you know your password, you can [Sign In Now.](#)

In order to reset your password, please answer your security question.

What was the name of your first pet?

Cancel

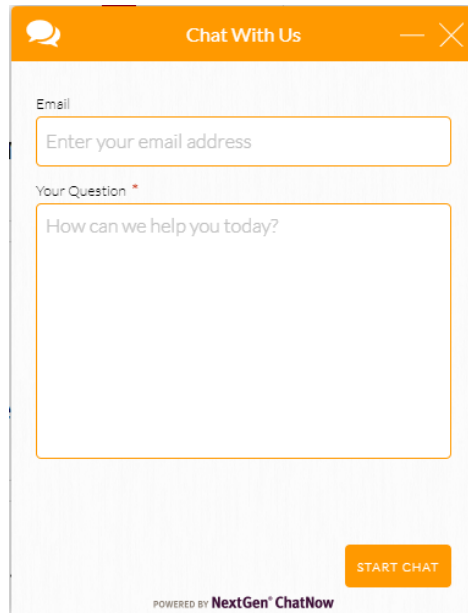
Continue to Reset Password

### Chat Bot

The icon will appear in various places throughout the portal based on what the patient is navigating.



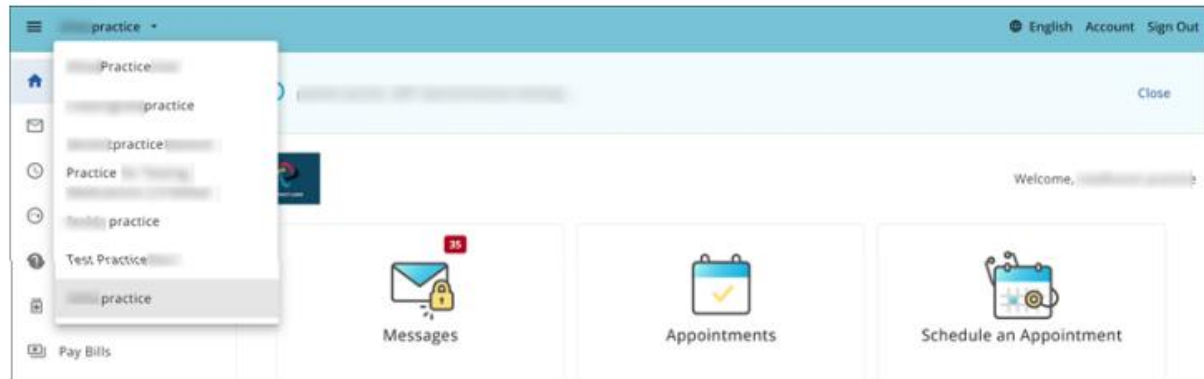
Once selected it will open the chat window, which allows the patient to hold a live chat.

A screenshot of a chat window titled "Chat With Us". The window has an orange header with a chat icon on the left and a close button on the right. Below the header, there is a text input field for "Email" with the placeholder text "Enter your email address". Below that is a larger text area for "Your Question" with the placeholder text "How can we help you today?". At the bottom right of the chat area is an orange button labeled "START CHAT". At the bottom left, it says "POWERED BY NextGen ChatNow".

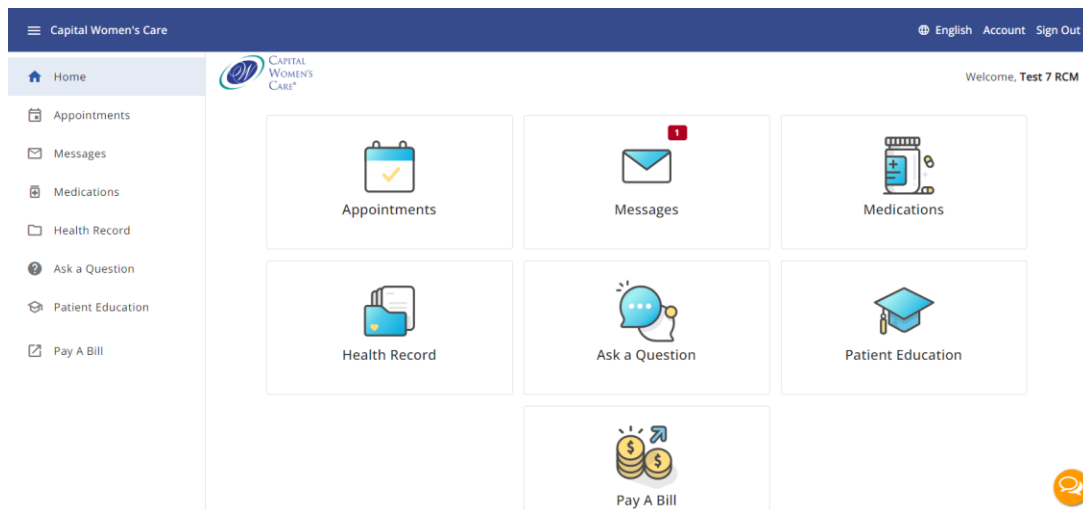
## Managing Multiple Practices

Patients who are enrolled in multiple practices can manage the information related to each practice through on NextGen PxP account.

Patients can select a practice from the **Filter Linked Practices** list.



## Navigating the PxP – Home



- **Appointments** – allows the patient to request and appointment
- **Messages** – allows the patient to send messages back to the practice.
- **Medications** – allows the patient to request refills.
- **Health Record** – allows the patient to view their medical information.
- **Ask a Questions** – is a shortcut for sending messages
- **Patient Education** – launches Medline Plus
- **Pay a Bill** – will redirect the patient to Instamed to make payments.

## Health Record

Does not load automatically, you must select View full summary to load.

### Test 7 RCM

The information below was updated on **October 17, 2023**

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#### Basic Information About You

Name  
**Test 7 RCM**

Previous Name

Date Of Birth  
**December 25, 1975**

Race  
**Unknown, Other Race**

Ethnicity  
**Hispanic or Latino**

Sex  
**Female**

Marital Status  
**Divorced**


Preferred Language  
**English**


Patient Identifier  
**1156127**

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#### Contact Information

[View full summary](#)

From: 10/17/2023 

To: 12/4/2023 

Select all documents at once

Date
<input type="checkbox"/> <a href="#">10/17/2023 12:06 PM</a> <span>Viewing</span>

[Mark all as viewed](#) [Share selected](#) [Download selected](#) [Request consolidated health record](#)

It will be broken down into sections, Allergies, Medications, Problems, Procedures, Results (Lab & Diagnostic) & Encounters, Family History, Immunizations, Payers, Social History, Vital Signs & Referrals.

**Note:** The encounters section does not equal visits. It can be a phone call or even a billing issue.