

## What is the NextGen Patient Portal?

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Formerly known as NextMD, the Portal allows patient access to online secure communications with providers at all AHC locations, Personal Health Records, and medication refill requests.

### To enroll in the Portal you must have:

- An Internet connection
- A valid email account
- An enrollment security token



## NextGen Patient Portal

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WE NOW HAVE A SECURE  
PATIENT PORTAL THAT GIVES YOU  
ANYTIME ONLINE ACCESS TO  
PROVIDERS

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## NextGen Patient Portal Guide

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Online, Secure, and Convenient  
access to your providers at  
AccelHealth Clinics, Inc.



Send Us a Message  
Request Medication Refills  
View Personal Health Record  
View Test Results

<https://crosstimbersinc.org/portal>



## How Do I Enroll?

Enrolling in the NextGen Patient Portal is easy. Visit the front desk of any CTHC facility and let them know you'd like to sign up.

### Step 1

You will be given a secure eight-digit number called an enrollment or security token. This number will allow you to enroll in the Patient Portal within the next 30 days. You must provide AHC with a valid email address if you do not already have one on file.

### Step 2

Connect to the Internet on your home computer or mobile phone and navigate to [www.nextmd.com](http://www.nextmd.com). When the Welcome screen appears, select Enroll Now.

**New Here?**  
Register below!

- ✓ New to Patient Portal?
- ✓ Have an enrollment token?
  - Exchange secure messaging with your doctors
  - Request medication renewals
  - Request appointments
  - Access your health record

**ENROLL NOW**

### Step 3

Read the Terms and Conditions. Select Accept if you wish to proceed with enrollment.

### Step 4

You will be prompted for your security token, email address, and date of birth. The email address and date of birth must match the information on file at AHC.

**FRAUD WARNING**  
Any person who knowingly with the intent to defraud any medical agency by concealing and filing false information for medical care or treatment may be found to have committed a fraudulent act which is a crime and may be subject to criminal and civil penalties.

Please enter your security token and your email address and date of birth. Your enrollment token is an eight digit number provided by your practice. Once security token and email address and date of birth have been validated, you will be able to create your NextGen Patient Portal account. If you have not received an enrollment notification email, please contact your practice. Asterisk (\*) denotes required field.

\* Enter security token:

\* Enter email address:

\* Enter date of birth:

Submit Cancel

### Step 5

You will be prompted to enter additional information such as desired username, password, and security questions.

### Step 6

After the signup process you will be able to sign in with your chosen username and password.

**Already a member?**  
Welcome!

Please note that the user name and password fields are case sensitive and the password must contain at least one number.

User Name:

Password:

? Need help with your user name and password?

**LOG IN**

## Frequently Asked Questions

**I have a NextMD/NextGen Patient Portal account with another practice. Do I have to create a new account?**

No, but you will need to obtain an enrollment Token in order to add our practice to your Patient Portal account.

**Can I use the same email address for all of my family members?**

Yes. Each patient must have a valid email address in our system (even children/dependents), but the same address can be used for all family members.

**Can I use the same username for all of my family members on the Patient Portal?**

All Portal usernames must be unique. That means a family of five can use the same email address to sign up, but each family member will have a unique login and the signup process would need to be completed five times, once for each family member. The Care Managers will be able to view their Dependent's portal information without having to log in as the Dependent.

**Can I send a message about my child, spouse, parent, etc., through the NextGen Patient Portal?**

Yes, but this is only possible when the "Care Manager/Dependent" functionality is enabled. A parent, spouse, or guardian can become a "Care Manager" for a "Dependent." Care Managers can send messages and request information on behalf of a Dependent through their Patient Portal account. Two spouses can be Care Managers for each other, allowing both individuals to access the other's information.