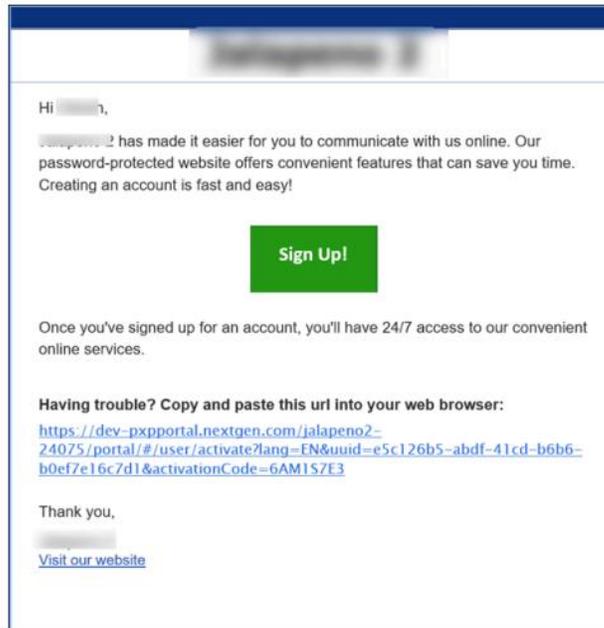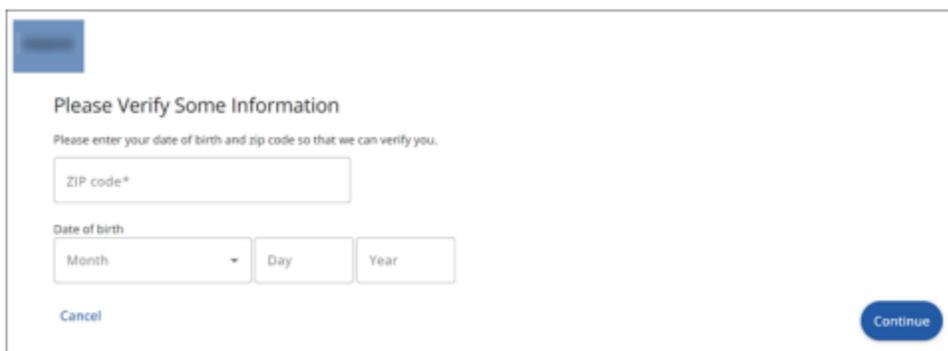# PxP Patient Experience

Activate PxP Account

1. An invitation email will be sent 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.

3. Welcome Screen opens prompting to create security questions:

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

Resetting Password & Username

Password

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

2. 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:*

RCMTestPatient7

Cancel **Continue**

3. 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

4. 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
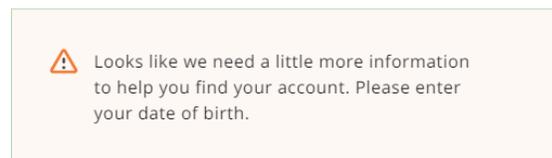
Thank you,

Capital Women's Care

5. 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**

6. 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**

7. The patient will be redirected back to the Login screen

Sign In

Username*

RCMTestPatient7

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

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

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

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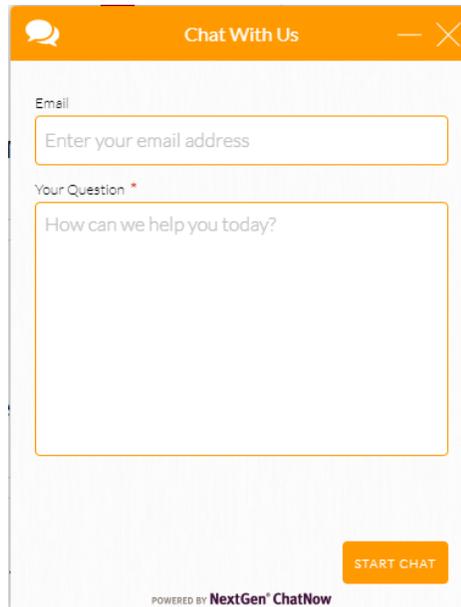

Chat Bot

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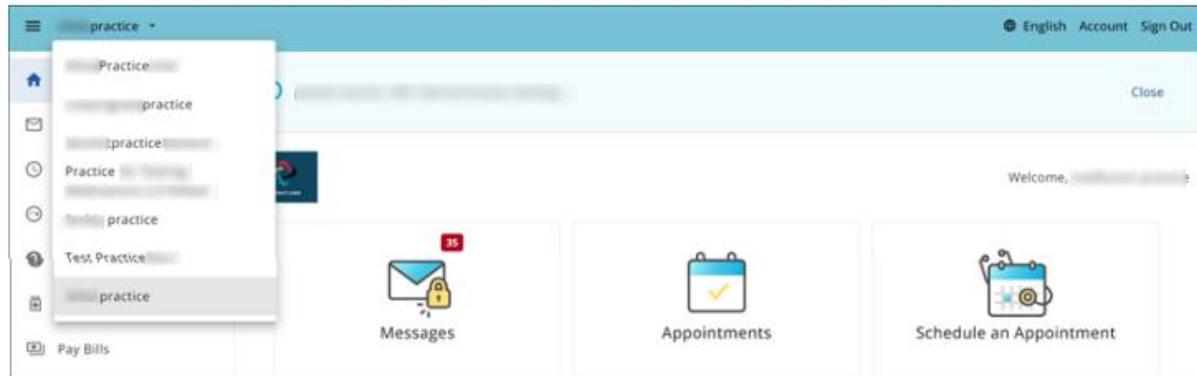

Once selected it will open the chat window, which allows the patient to hold a live chat.
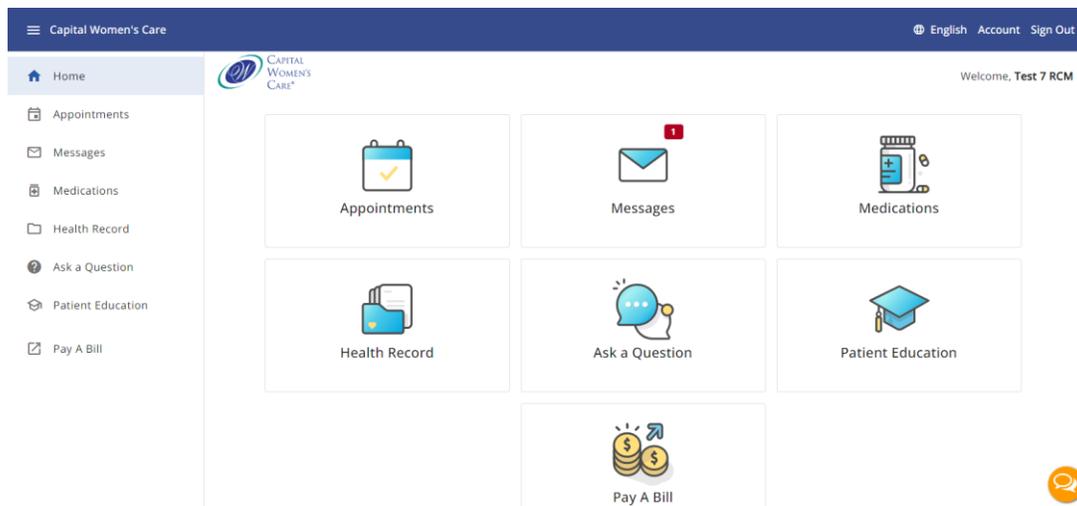
Managing Multiple Practices

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.

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.