



# 5 Frequently Asked Questions About *Patient Portal*

## 1 Why would I want to sign up for the *Patient Portal*?

ONLINE *Patient Portal* will allow you to:

- Communicate with your provider by sending and receiving secure email messages.
- Request medication refills.
- Book appointments online.
- Lookup information on general health questions through an extensive database.

## 3 Should I use *Patient Portal* if there's an emergency situation?

NO! *Patient Portal*

- is NOT a medical emergency system. You should still call the Sunset office if (urgent) or call 911 for emergencies.

## 2 What about my privacy?

I don't want you to send my personal info to my email!

- YOUR email will never receive your patient information.
- You will receive an alert & link in your email that there is something for you to check for in *Patient Portal*
- When you click on the link in your email you'll be taken to [www.NextMD.com](http://www.NextMD.com) to sign in with your Username and Password. Then you will have to answer another question that you setup when you first registered. These 2 steps are required to log on.
- It's secure and compliant with all Health Insurance Portability and Accountability (HIPPA) rules and regulations regarding electronic communication.

## 4 How do I get access to Sunset's Patient Portal?

- All you need is an email address! Once you receive a token number from a staff member at Sunset, you will receive an email with a link to create a secure account online.

## 5 Whose account can I manage?

I have children or other adults that I support.

- If you are a patient at Sunset, you can designate that your children are your dependents. This will allow you ONE place to log on to manage BOTH yours and your children's accounts.
- Any other patient that you support can designate YOU as the person that will be their Care Manager to communicate on their behalf through the portal.



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