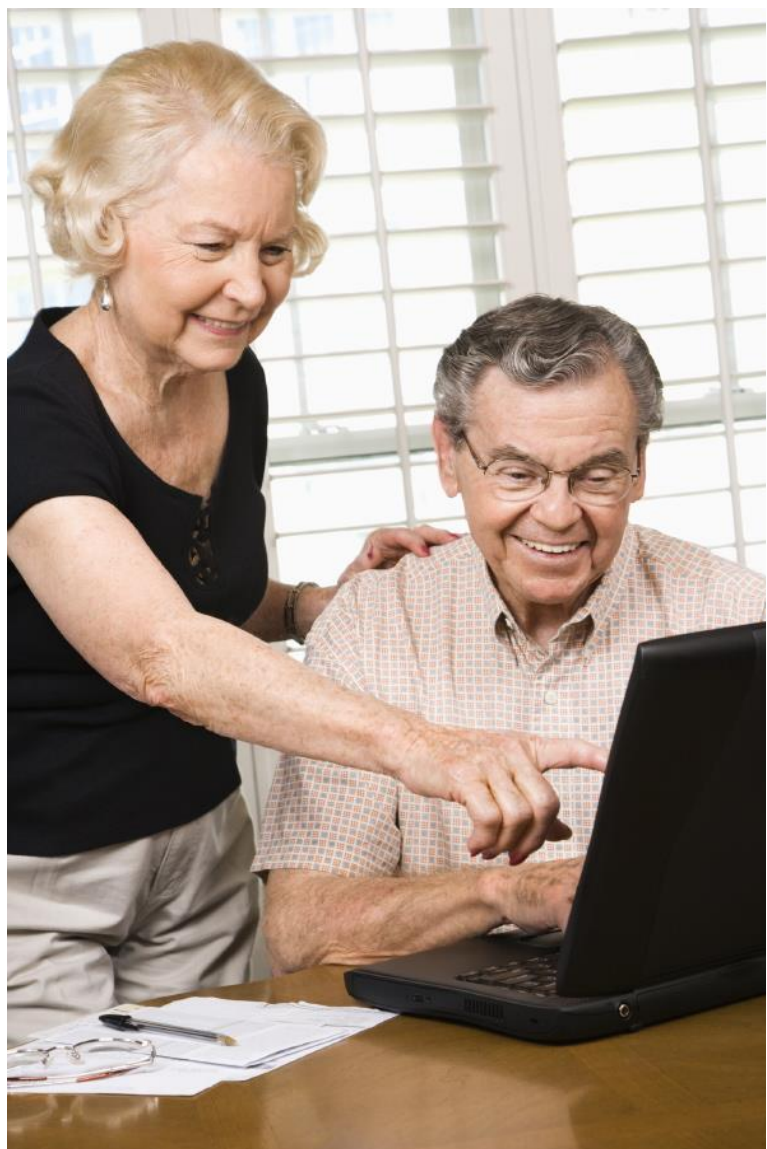


Prairie Clinic's All NEW Medfusion Patient Portal FAQ

Coming April 5th, 2022



What if I already enrolled in NextMD?

This is a whole NEW Medfusion Patient Portal. We will be shutting down the OLD NextMD Patient Portal on Monday, March 28 and issuing new invitations to the NEW Medfusion Patient Portal on Tuesday, April 5th.

Even if you were previously enrolled, you will still need to re-enroll in the new Medfusion Patient Portal.

We apologize that the portal will be unavailable March 28-April 5, while we transition.

What if I declined the OLD Portal or never completed my enrollment?

You should receive an invitation to join the NEW Patient Portal with new features. Even if you declined in the past or never finished your enrollment, you still have the opportunity to enroll in the future.

What if I didn't receive an invitation to create my Medfusion Patient Portal account?

Invitations aren't going out until Tuesday, April 5th and we require a valid email address. Contact Prairie Clinic to make sure we have a current email and we'll resend your invitation.

How about my partner/caregiver?

You can invite trusted representatives to access your patient portal in your "Profile." If they do not have a patient portal account, they will be prompted to create one. From there, they can toggle between their own account and any accounts that have been shared with them.

What about my child/minor?

Prairie Clinic will send a parent/guardian invitation to view and manage your child's account.

Can two parents/guardians link to the same child's account?

More than one parent can have access to their child's information. For example, divorced parents can each have their own access to view their child's portal account.

What is a Patient Portal?

A patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare providers at any time. This convenient online connection puts you in control of your healthcare from any web enabled device.

Why enroll?

A patient portal offers several benefits. You can bypass our call center to manage appointments, request prescriptions, or directly communicate to your healthcare team. You can also view your health records, access visit summaries and other documentation.

Three easy steps to get started:

1

Provide a valid email address to your doctor's office. You'll receive an invitation to enroll.

2

Create a username and password, then follow onscreen prompts to activate your account.

3

Use your username and password to securely stay in touch with doctors and access your health information anytime, anywhere.

How do I contact my care team?

You can easily message a member of your care team through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view replies.

How fast can I expect a response?

Please give us two (2) business days to read and respond to your messages. If it is a medical emergency, call 911.

What is compatible?

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

What if I forget my username and/or password?

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

What if I can't remember the answer to my security question?

If you forgot your username and/or password and don't know the answer to your security question, please reach out to us to help you reset.

What kind of records are available?

You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, appointment history, clinic bills, and any other information your care team has made available for you to view.

What can I do with my records?

You can easily review, download, or share your health records with other healthcare providers.

Can I schedule appointments online?

Coming Soon! We are working on a program for you to schedule your own appointments.

Who is Medfusion or NextGen?

Medfusion is the software, produced by NextGen, that we use for our Patient Portal.

Who is Instamed?

InstaMed is our credit card processor for handling online bill payment. You may see an alert when leaving the Medfusion Patient Portal to go to the Instamed site.

Is my patient portal secure?

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

Who do I contact if I have questions?

Reach out to us when you have questions.

Questions on the patient portal: 608-644-2496

Appointments: 608-644-2400

Billing Questions: 608-644-2419

Main Clinic Number: 608-643-3351

