



Patient Portal

The Wilmington Health Patient Portal (NextMD) is your medical home on the web. With patient portal, you can communicate with your provider through a convenient, safe, and secure environment. The patient portal is intended as an additional tool for communication. Different modules in the system allow you to communicate with your provider, view statements, make online payments, receive documents from your provider, and review you're My Chart, which contains visit information, lab results, medications and more.

How do I enroll and log on to the Wilmington Health NextMD Patient Portal website?

By providing your email to Wilmington Health, you are automatically enrolled into the Wilmington Health NextMD Patient Portal. To activate your account, you must customize your patient portal account, creating a user name and password once your temporary credentials are provided.

How do I retrieve my user name?

You can retrieve your user name by clicking the **Need help with username or password?** link on the log in page. Select **I forgot my Username** and enter the information requested. You will receive an email with a URL to reset the password after you enter the correct details.

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

[Need help with your user name and password?](#)

LOG IN

Forgot your Login information?

I'm having problems signing in.

I forgot my Username

Please enter your information below so that we can locate your account.

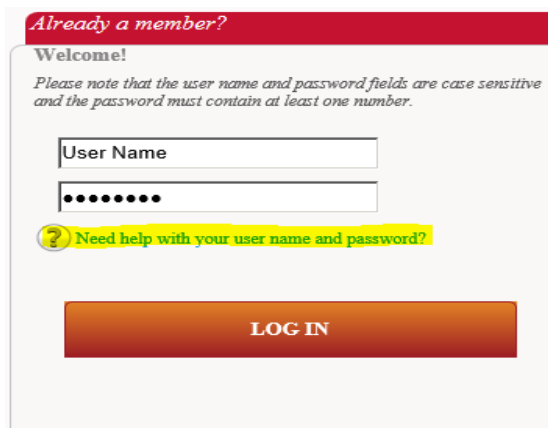
Last Name: *

Email address: *

Date of Birth (mm/dd/yyyy): *

How do I retrieve my password?

If you have forgotten the password, you can reset your password by clicking the **Need help with username or password?** link on the log in page. Select **I forget my Password** and enter your Username. After answering the security question, you will receive an email with a URL to reset the password.



Already a member?

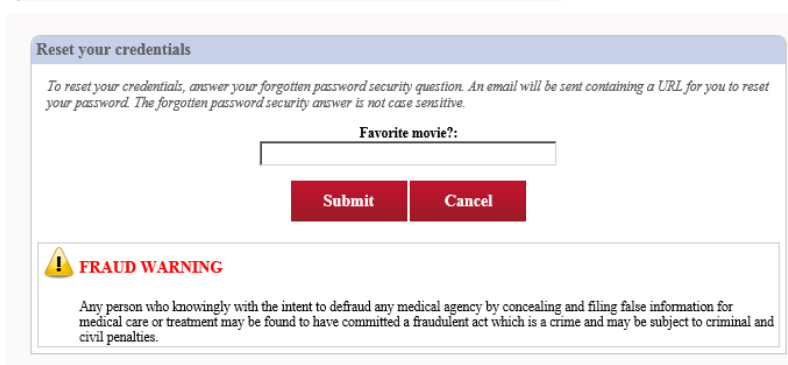
Welcome!

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

User Name

? Need help with your user name and password?

LOG IN



Reset your credentials

To reset your credentials, answer your forgotten password security question. An email will be sent containing a URL for you to reset your password. The forgotten password security answer is not case sensitive.

Favorite movie?:

Submit **Cancel**

! 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.

How do I reset my password if I do not remember the answer to the password security question?

If you do not remember the answer to the password security question you can select **I do not remember any of my login credentials** and enter your personal information on the log in page. You will receive an email with a URL to reset the password after you enter the correct details.

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

[? Need help with your user name and password?](#)

LOG IN

Forgot your Login information?

I'm having problems signing in.

I forgot my Username

I forgot my Password

I have my password reset token

I do not remember any of my login credentials

Please enter your information below so that we can locate your account.

First Name: *

Last Name: *

Email address: *

Date of Birth (mm/dd/yyyy): *

Zip * -

Submit **Cancel**

How do I reset my account if I do not remember any of my login credentials?

You can reset your account by clicking the **Need help with username or password?** link on the log in page. Select **I do not remember any of my login credentials** and enter the information requested. You will receive an email with a URL to reset the password after you enter the correct details.

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

[? Need help with your user name and password?](#)

LOG IN

Forgot your Login information?

I'm having problems signing in.

- I forgot my Username
- I forgot my Password
- I have my password reset token
- I do not remember any of my login credentials

Please enter your information below so that we can locate your account.

First Name: *

Last Name: *

Email address: *

Date of Birth (mm/dd/yyyy): *

Zip * -

Submit

Cancel

Can someone else log on to my account?

The system is secure. No one can access your account unless they have access to your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four attempts.

Can I book appointments from Wilmington Health NextMD Patient Portal?

This function is currently not an available option through the patient portal.

Can I see all my appointments in the Inbox?

You may see all upcoming appointments through Wilmington Health NextMD Patient Portal

Can I renew my medications from Wilmington Health NextMD Patient Portal?

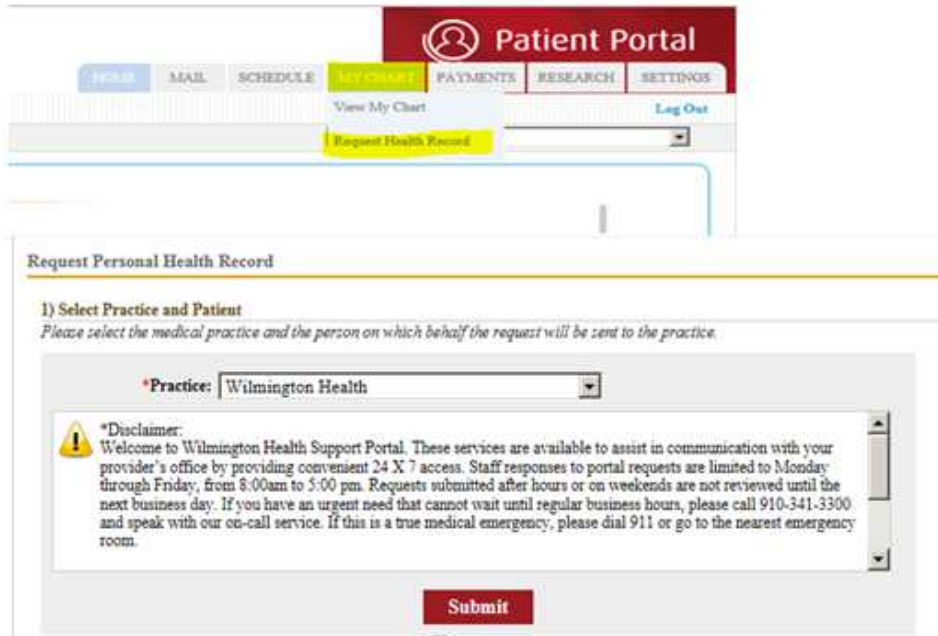
Medication refills cannot be requested through Patient Portal at this time. If a medication refill is needed, please contact your pharmacy so they may initiate the request for you. If it has been 48 hours since you contacted your pharmacy please call the Pharmacy Hotline 910-341-3306.

Can I see lab results on Wilmington Health NextMD Patient Portal?

Documents and lab results are automatically uploaded to Wilmington Health NextMD Patient Portal after provider approval. These can be viewed under the My Chart tab and the main page.

What if I cannot see results on Wilmington Health NextMD Patient Portal?

If your information is not being displayed, select the **My Chart** icon on the toolbar inside the portal and select *Request Personal Health Record*. This will send a copy of your personal health record to your portal account and will also populate your portal My Chart with your most current visit data.



The screenshot shows the 'Patient Portal' interface. At the top, there is a navigation bar with buttons for HOME, MAIL, SCHEDULE, MY CHART (highlighted in yellow), PAYMENTS, RESEARCH, and SETTINGS. Below this, there are links for 'View My Chart' and 'Log Out'. A dropdown menu is open under 'MY CHART', showing 'Request Health Record' highlighted in yellow. Below the navigation bar, the main content area is titled 'Request Personal Health Record'. It contains a section '1) Select Practice and Patient' with the instruction 'Please select the medical practice and the person on which behalf the request will be sent to the practice.' There is a dropdown menu for '*Practice:' with 'Wilmington Health' selected. Below this is a disclaimer box with a yellow warning icon and the text: '*Disclaimer: Welcome to Wilmington Health Support Portal. These services are available to assist in communication with your provider's office by providing convenient 24 X 7 access. Staff responses to portal requests are limited to Monday through Friday, from 8:00am to 5:00 pm. Requests submitted after hours or on weekends are not reviewed until the next business day. If you have an urgent need that cannot wait until regular business hours, please call 910-341-3300 and speak with our on-call service. If this is a true medical emergency, please dial 911 or go to the nearest emergency room.' At the bottom of the form is a red 'Submit' button.

Why does the Submit button appear to be frozen?

Check the following:

- ☐ If you are using a mobile device, then try using a computer instead.
- ☐ If you are not using a mobile device, try a different browser, if possible.
- ☐ If JavaScript is disabled in the browser. Click the **Having Trouble?** link on your Wilmington Health NextMD Patient Portal page for instructions to fix this issue.
- ☐ If there were any other messages displayed on the screen, then contact your practice to report the issue.

How do I pay my statement on Wilmington Health NextMD Patient Portal?

When an electronic copy of a statement uploads to your account, you will receive an email notification indicating a statement is available. Only the latest statement is payable on Wilmington Health NextMD Patient Portal. If you have a pending payment that you cannot pay online, you should contact your provider and request a new statement. If your statements are overdue, contact the practice to resend the statement.

Can I use Wilmington Health NextMD Patient Portal on my mobile device?

Yes, Wilmington Health NextMD Patient Portal is now available for mobile devices and tablets. There is no special mobile app that you need to download. On your mobile device, either open your enrollment email and click the Wilmington Health NextMD Patient Portal link or enter the link in your mobile browser to access the Wilmington Health NextMD Patient Portal mobile site. Only mobile devices running on Android 4.0 or higher or Apple iOS 7.1 or higher are supported.

What are the minimum requirements to use the website?

The following browsers are supported: Microsoft® Internet Explorer® 8.0 or higher, Mozilla Firefox® 2.0 or higher, Google® Chrome™ and Opera™. For mobile website, mobile devices running on Android™ 4.0 or higher or Apple® iOS 7.1 or higher are supported.

Why am I unable to open a PDF or other documents received from a doctor?

Many Wilmington Health NextMD Patient Portal documents are in Adobe Acrobat® format. To view these documents, you need an Adobe® Acrobat® Reader. Ensure you have the latest Adobe Acrobat Reader installed in your system.

Why am I unable to open any documents received from a doctor, even though I have Adobe Acrobat Reader installed?

If Adobe Acrobat Reader is installed, but you still cannot open any documents, then verify if JavaScript is enabled in your computer. JavaScript is required to display messages and it may not be enabled on your browser. Click the **Having Trouble?** link on your Wilmington Health NextMD Patient Portal page for instructions to enable scripting. (on the bottom right hand side of the page).

If you have any questions that are not answered in this document, you may email whptportal@wilmingtonhealth.com.