



LOURDES MEDICAL ASSOCIATES

# THE NEXTGEN PATIENT PORTAL

A NEW WAY TO COMMUNICATE WITH US, ANYWHERE, ANYTIME

---

## *What is the NextGen Patient Portal?*

Lourdes Medical Associates is pleased to offer you a new way to communicate with us for **non-emergency** messages. The NextGen Patient Portal is a secure, online tool for you to send messages to our office from the convenience of your personal computer. With the NextGen Patient Portal, you have the ability to:

- Send and receive non-urgent, secure messages
- Request appointments
- Renew and review your medications
- Receive and review test results
- Complete common forms for our practice
- Receive messages to help keep you and your family healthy

## *Why should I sign up for the NextGen Patient Portal?*

The Portal offers you greater convenience. You can contact us safely and securely at a time that is convenient to you. It saves you time and provides you with greater access to your own health records. No more forgetting to call us for an appointment. Use the portal to send us an appointment request and we'll take it from there. And, over time, you can expect the Portal to become even more useful as we add more features and services.

## *How do I sign up?*

On your next visit to our office, you can expect our staff to ask you if you would like to sign up. If you agree, they will ask you for your email address and they will provide you with a "token." At your earliest convenience, visit the NextGen Patient Portal link found at [www.LMAnet.com](http://www.LMAnet.com) and enter your email address and token. Follow the enrollment process to complete your registration.

## *Can I view my tests and records from Lourdes hospitals on the NextGen Patient Portal?*

Not at this time. Lourdes Health System has its own portal, MyHealth, located on the home page of [www.LourdesNet.org](http://www.LourdesNet.org). Right now, there is a separate registration process for that portal but in the near future the portals will be linked by a single sign-on.

## *Can I sign up my family under one account or does everyone in my family have to have a separate account?*

You can choose to have a single family account or separate accounts for family members. Children over age 18 can set up their own account while those under age 18 can have a separate account that is set up and managed by a parent.

## *Is the NextGen patient Portal mobile ready?*

No.

## *Will the Portal communicate with other physician practices from non-Lourdes doctors?*

No.

## *Do all Lourdes Medical Associates physicians have this capability?*

Not at this time. We are piloting the NextGen Patient Portal at 15 LMA practices in the fall of 2013 and expect additional LMA practices to go live over the next year or two.

## *Who do I call if I have problems accessing the site or logging in?*

If you have problems accessing the portal, call 1-610-886-6531.  
The hotline is available Monday to Friday, from 8 a.m. to 5 p.m.

## *Why should I use the Portal?*

The NextGen Patient Portal provides you with 24/7 online access to your health information, whenever and wherever you need it. By having direct access to your own information, you will become better informed about your health and serve as an active partner in your health care.

## *Is the Portal secure?*

The NextGen Patient Portal is a secure and encrypted website. This means that you and your healthcare providers are the only people who can access your health information.

**Remember: Do not share your password and keep it in a safe location to keep your data secure.**

## *What if I still have questions?*

The NextGen Patient Portal is **not for emergency** situations. For medical emergencies, call 911.

For medical questions and advice, contact your doctor directly through our office.

For advice on how to use the portal, call our office.

For login assistance, call the hotline at 1-610-886-6531.

The NextGen website and login page can be accessed directly from the Lourdes Medical Associates website at [www.LMAnet.com](http://www.LMAnet.com).

---