



East Tennessee Medical Group

A member of the Blount Memorial Physicians Group

Patient Portal FAQs

Helpful information for East Tennessee Medical Group patients

SIGNING UP

1. What is the NextGen Patient Portal? The NextGen Patient Portal is ETMG's secure patient portal. It provides an easy and convenient way for you to contact our office about non-urgent requests 24 hours a day, seven days a week.

2. How can I register to use the patient portal? When you come for your next visit, the registration staff will enter or confirm your e-mail address and print an enrollment paper for you. This paper will include your security token. You then will receive an e-mail providing a link to the portal website.

3. Once I receive the security token and portal website link, is there a deadline for signing up? Yes. You will need to use the security token within 30 days. Protecting your privacy is a top priority for the physicians and staff at ETMG. That's why, as a security measure, the tokens expire within 30 days. If your token has expired, you may request a new token by contacting our office and completing our verification process. Once your identity has been verified, another token will be generated for you.

4. Do I have to participate in the patient portal? No. You do not have to participate. We are offering this service as a convenience for patients who would like to be able to electronically receive personal health care information from our office and send non-urgent messages to our office.

BENEFITS

5. Is the patient portal the same as e-mail? No. This system uses a secure web portal (website) to send messages to your doctor and our support staff. This allows our staff to view your request alongside your electronic chart, helping ensure accuracy while enhancing efficiency.

6. How does the patient portal help me? The patient portal is a useful tool designed for your convenience. Using the portal you can:

- request an appointment
- communicate with your provider and nursing staff
- request additional health information and records
- receive scheduled appointment reminders
- learn about upcoming preventive health care events
- access basic health information

PRIVACY

7. Is my information secure? Yes. A number of safeguards are in place to protect your privacy and your personal information. You only will receive notifications to sign into your portal account via your personal e-mail account. Your personal user name, password and the answer (you have provided) to a security question are required before you will be able to view your personal health information.

8. What if I change my e-mail address? You can update all of your portal account information under the “My Account” section. Your portal information then will be sent to the updated e-mail address.

USING THE PORTAL

9. If I send a message to my doctor using the portal, when will I get a response? Please allow at least three days to hear back from your provider.

10. How can I make an appointment? On the portal home page under the Tasks section, choose “Request Appointment.” Enter the requested information, such as date, day and reason for the appointment. Once your request is submitted, the ETMG scheduling department will contact you by phone and/or the portal.

11. Can I cancel an appointment using the portal? No. Cancellations cannot be made through the portal. If you need to cancel an appointment, call the scheduling department.

12. Can I view my statement through the portal? The “View Statement” function currently is under construction. We will notify all portal users when this feature becomes available.

13. Can I pay my bill through the portal? Online bill pay will be available in the future, however, that function currently is under construction. Continue to pay your bill in person or by mail. We will notify all portal users when this feature becomes available.

14. How can I access my medical records? On the portal home page, select “Request Health Records” under the Tasks section. Once you do this, you will receive an e-mail notifying you to sign into your portal account. After you sign in on the home page, choose “My Medical Record.”

15. If I request my personal health records, what can I expect to receive? You will receive the basic health information that you have given to your provider’s nurse. This information will be sent electronically to your portal account.

DISENROLLING

16. If I sign up for the patient portal, can I cancel my participation at a later date? Yes. You can disenroll at any time. To do so, go to your portal home page, select “Account Settings” under the “My Account” tab and choose “Un-enroll from Patient Portal.”

