



# NextGen Patient Portal Friendly Reminders

Planned Parenthood Mar Monte

Thank you for enrolling in the NextGen Patient Portal. We're glad you did. Here are a few reminders about the Portal:

## Security

We recommend that you log out before exiting the NextGen Patient Portal Web site. Logging out of the Web site properly provides better security for you and your medical information.

## Updating Your Information

If you change your address, phone number, date of birth or email address on the NextGen Patient Portal it WILL NOT be changed in the Planned Parenthood Mar Monte system/your Electronic Medical Record. Please always change/update your information when you visit our health centers.

## Appointment Requests

Submitting an appointment request does NOT guarantee an actual appointment at a Planned Parenthood Mar Monte health center. It must be confirmed by our staff before it is considered a booked appointment. Allow at least 24 hours to receive a response.

## Appointment Reminders

Appointments scheduled in the next seven days appear in the Appointment Reminders section of your account on the NextGen Patient Portal Web site IF you requested the appointment through the Portal. Appointments made by calling the Response Center or in the health center will not show here.

Deleting an appointment shown in the Appointment section DOES NOT cancel the appointment. Please be sure to call us if you need to cancel or reschedule your appointment.