

Platte Valley Medical Group Patient Portal Frequently Asked Questions

Where do I login to my Platte Valley Patient Portal?

www.nextmd.com

My token has expired or I never received one. How do I get a new one?

For the fastest response, Email help@kearneyregional.com or call 308-455-2263 and leave a message for the Patient Portal Helpdesk. Phone requests will be responded to on Tuesday and Fridays.

I do not remember my username and / or password to the Patient Portal.

Go to www.nextmd.com and click on “Need help with your username and password?” Select the option “I do not remember any of my login credentials” this will email you a password reset link. Upon resetting your password, it will display your username for you.

The screenshot shows the 'Patient Portal' login page. At the top right is the 'NEXTGEN HEALTHCARE' logo. The main heading is 'Forgot your Login information?'. Below this, there are three radio button options: 'I forgot my Username', 'I forgot my Password', and 'I have my password reset token'. The fourth option, 'I do not remember any of my login credentials', is selected and highlighted with a red rectangular box. Below this option is a form titled 'Please enter your information below so that we can locate your account.' with the following fields: 'First Name', 'Last Name', 'Email address', 'Date of Birth (mm/dd/yyyy)', and 'Zip'. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons. Below the form is a 'FRAUD WARNING' section with a warning icon and text: '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.'

Other Frequently Called About Patient Portal Items:

***Lab Results** – Please request the nurse call you and they can send your labs to the patient portal.

***Statements / Payments Questions or Issues** – Please call 308-865-2808.

***KRCM Patient Portal** - For the fastest response, Email help@kearneyregional.com or call 308-455-2263 and leave a message for the Patient Portal Helpdesk. Phone requests will be responded to on Tuesday and Fridays.

Platte Valley Medical Group

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Web site address: plattevalleymed.com

