

## Patient Portal: Regenerating an Expired PIN

Pages: 3

Step 1. Verify email address has been entered in NextGen

Step 2. If it has been 30 days or more since the PIN was created; a PIN must be regenerated for the patient by completing the following:

From the patient Chart; start an Update by clicking the Update button



Choose Encounter Type: Portal Pin Generator

## **NEW PROCESS:**

Change the provider to the PCP or for Specialist offices change to the responsible provider for the patient. (Would not be the PCP if the PIN is generated in a MRPG Specialist office.)

Click OK.

Update Chart						×
Encounter Type:						
Portal Pin Generator		Document Type:	eForm			
*Coumadin Management	_	Confidentiality Type:	Normal		▼	
*Medication Update Only *Orders Only		Clinical Date:	08/02/2012	Clinical Time:	11:25:44 AM	
*Patient Letter Blank						
Clinical Lists Update		Provider:	Provider MD, Tes	1		>
Portal Pin Generator		Location of Care:	TCMA		•	
Preload - Adult		Visit ID:				
Preload - Pedi		visit ib.				
Psychiatry - Office Visit		Summary:	Patient Portal Pin			
SM-Basic				$\frown$		
Urology Cath Supplies				ОК	Cancel	

## Click Regenerate.

Pin Generator: Bob Test
Patient Portal Chart Access PIN
This form creates a unique patient portal PIN for the patient.
Activation Status: Deactivated Regenerate PIN
These changes will take place when this document is signed
Pin Generator Form v1.5
Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close

A new Pin is now generated in the patients chart... Please note the PIN will expire in 30 days.



Click Close.

Pin Generator: Bob Test	
Patient Portal Chart Access PIN	
This form creates a unique pati	ent portal PIN for the patient.
Activation Status: Active	PIN: B122900125
These changes will take place when this document is signed	
Pin Generator Form v1.5	$\frown$
Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn)	Close

Click End Update.

	Find Pt.	8월 Protocols	🔆 Graph	📝 Handouts	8 Probs	À Meds	Refills	X Allergies	次 Directives	Flowsheet	र्णु Orders	End Update	)		
1	Summ	агу	History	/ Pr	oblems	Medicatio	ons A	lerts/Flags	Flowsh	eet	Orders	Documents		Update	

Click Remove so that this document is not routed to the provider's desktop.

End Update				2
Properties				
Summary:	atient Portal Pin			
Provider: P	rovider MD, Test	- (	H	
Poute to				
Me				
Provider (	Test Provider MD)			
Sender (Te	est Provider MD)			
	,			
Date	User	Priority	Reason	Comments
08/02/2012	Test Provider MD	Normal	Action	Complete document
			<u>N</u> e	ew Remove Change
Drug in	teractions		<u>R</u> etu	urn to Desktop
-			Sign	clinical list changes.
			Pend	ding prescriptions set to print or fax will be npleted automatically.
Discard Docu	iment		Sign Doc	cument Hold Document Cancel

There should not be any names in the Route to box.

Click Sign Document.

End Update					2
Properties					
Summary: Pa	tient Portal Pin				
Provider: Pro	ovider MD, Test	- (	HÅ		
Route to					
Me					
Provider (Te	est Provider MD)				
Sender (Tes	st Provider MD)				
ate	llser	Priority	Reason		Comments
			Ne	w	Remove Change
	ractions		Retu	n to Desktop	View clinical list changes
	ractiona		Cian	olinical list sha	
			Pen	tino prescriptio	inges. ons set to print or fax will be
			com	pleted automat	tically.
Discard Docur	ment	(	Sign Doc	ument Hol	d Document Cancel

Click, No at the prompt to become the responsible provider of this document.



## New Process:

The PIN Welcome letter will no longer be generated and presented to the patient. Instead, an Email Enrollment Notification will now be created and sent via secure messaging.

See handout, *Patient Portal: Email Enrollment Notification* for instructions.