

Patient Portal: Regenerating an Expired PIN

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

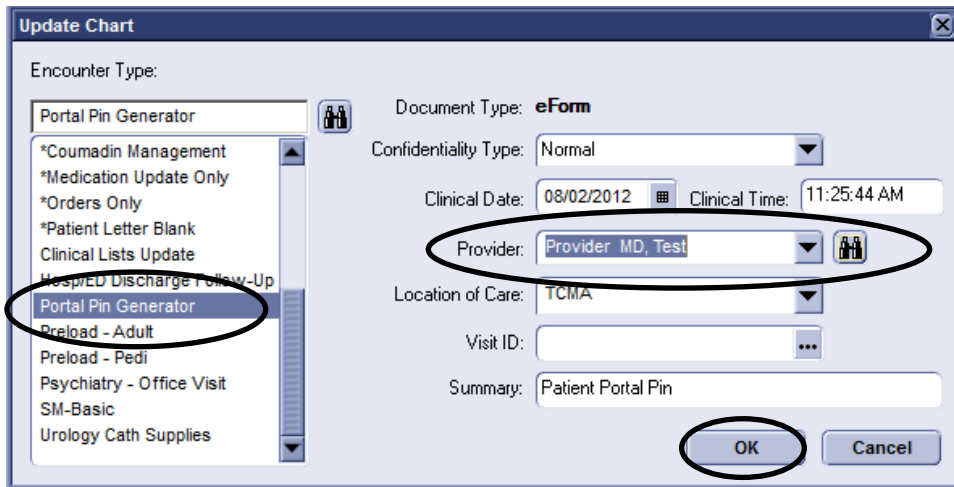


Choose Encounter Type: Portal Pin Generator

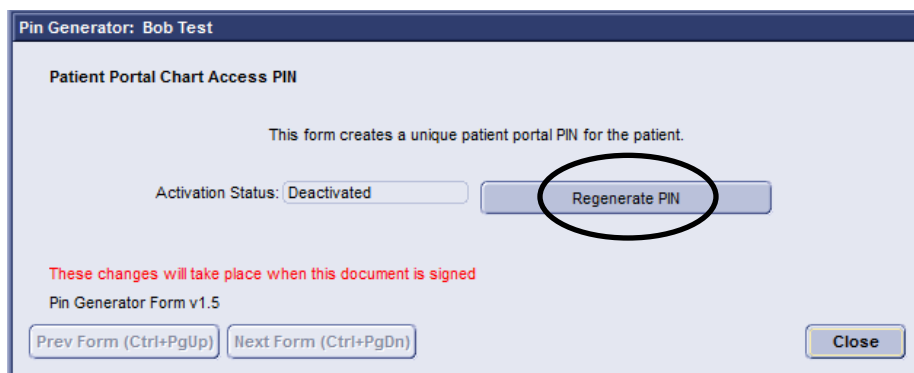
NEW PROCESS:

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.)

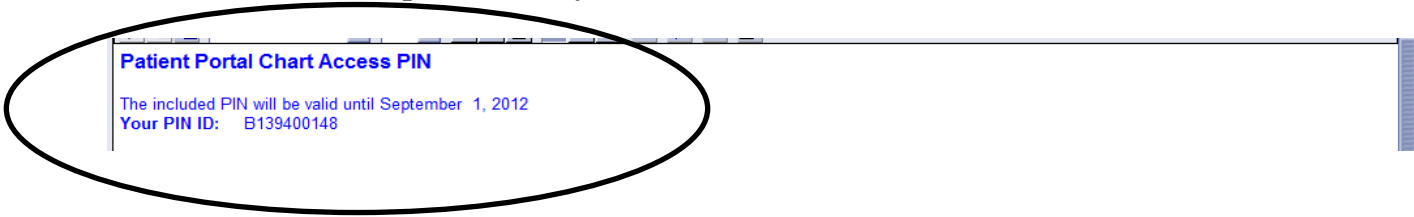
Click OK.



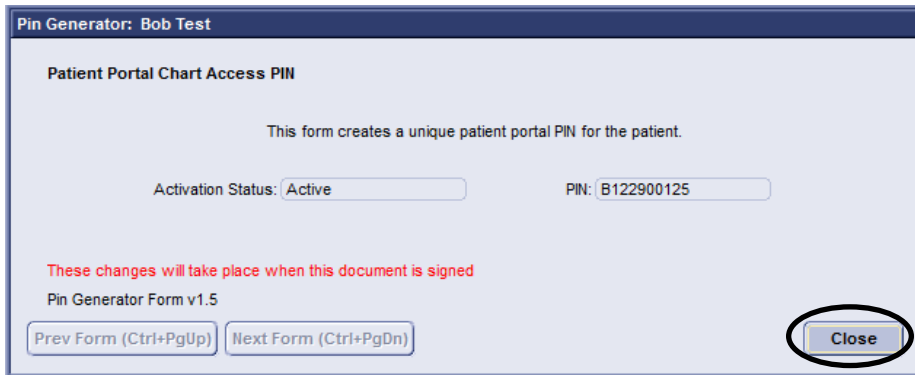
Click Regenerate.



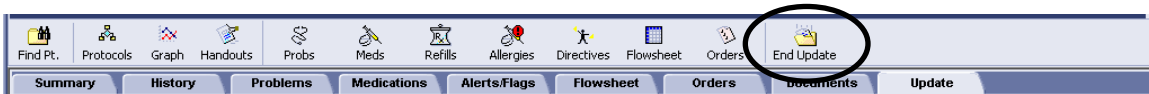
A new Pin is now generated in the patients chart...
Please note the PIN will expire in 30 days.



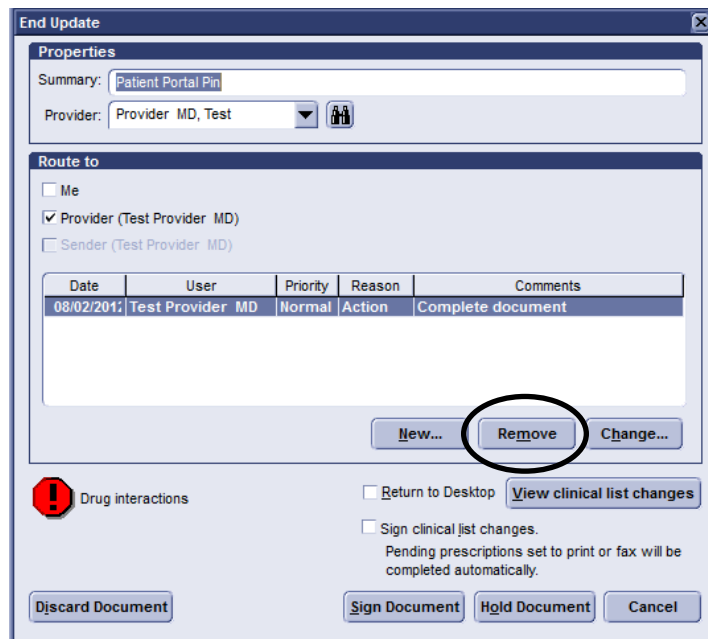
Click Close.



Click End Update.

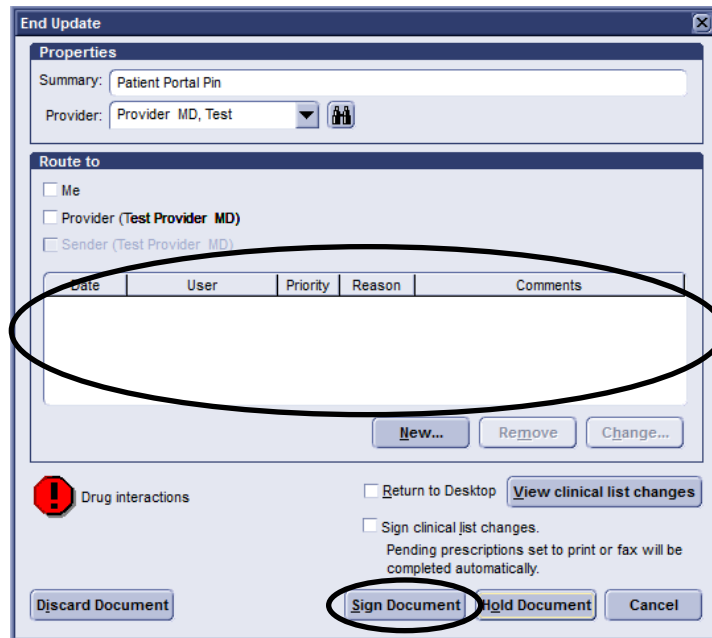


Click Remove so that this document is not routed to the provider's desktop.

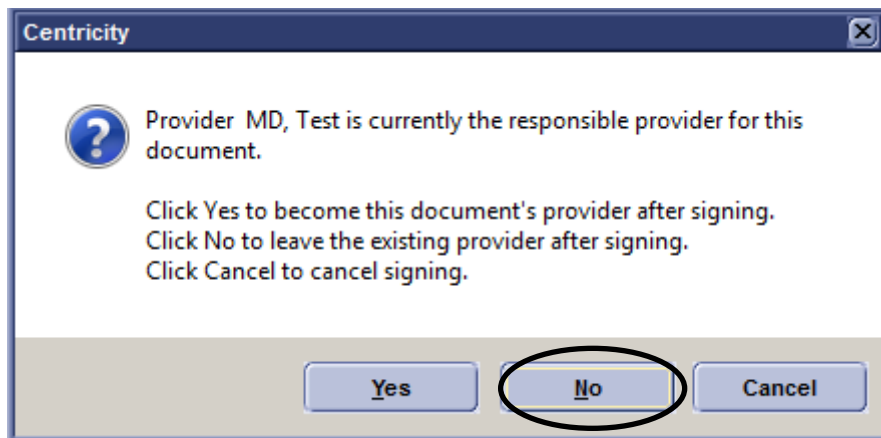


There should not be any names in the Route to box.

Click Sign Document.



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.