

## Schedule, Change or Cancel Appointments

Use your secure patient portal account 24/7 to view available appointments and pick the date and time that works best for you!

Please call our office for urgent appointment requests including shortness of breath, chest discomfort and/or bleeding. If you have a life threatening medical condition, please call 911 or go to the nearest emergency room.

## Visit Options

- **Simple Sick:** A visit to treat a sore throat, fever, UTI, ear pain, and other acute sick symptoms.
- **Office Visit:** Routine follow up visit, review of chronic conditions, medication refills, mental health discussions, fatigue, STD check, or office procedure.
- **Physical:** Preventive services including annual physicals, sports physicals, and well women exams.  
\*If you have Medicare and request preventive care services, please call our office for more information\*

If you need live interpreting services, please call our office for us to best accommodate your request. Electronic interpreting services will be used for appointments booked online if an interpreter is unavailable.

## Monocacy Health Partners Primary Care Locations

### Toll House

501 West 7th Street  
Frederick, MD 21701

### Liberty

194 Thomas Johnson Drive  
Suite A  
Frederick, MD 21702

### Crestwood

7211 Bank Court  
Suite 230  
Frederick, MD 21703

### Myersville

3000-D Ventrice Court  
Myersville, MD 21773

### Rose Hill

1562 Opossumtown Pike  
3rd Floor  
Frederick, MD 21702

### Mt. Airy

504 E. Ridgeville Blvd  
Suite 120  
Mt. Airy, MD 21771



240-215-6310 240-566-7751 Fax  
TDD 240-566-3700

[monocacyhealthpartners.org](http://monocacyhealthpartners.org)

# Monocacy Health Partners Primary Care Patient Portal



Superb Quality. Superb Service.  
All The Time.



## Welcome to the Monocacy Health Partners Primary Care Patient Portal! Your Online Medical Home.

With Patient Portal, you can connect with your care team through a convenient, safe, and secure environment.

- Pay your bill online
- Schedule appointments
- Review and request test results
- Request medication refills
- Ask a question
- Communicate with your care team
- Download your personal health record

### Enrollment Tips

- Confirm your website address is **nextmd.com**
- If we do not have your email on file select the box “I do not have an email address”
- Your email is **case sensitive** and must match what is on file in our system
- Your birth date must be entered using the format **mm/dd/yyyy**
- Always request your health record update every time you access the portal: Under “My Chart” select “**Request Health Record**”

### Send Us a Message

Send a secure message using the compose option under **mail**.

#### **Category: Direct Provider Message**

Send a message directly to your provider. Please do not send messages to providers best answered by the below categories:

#### **Category: Forms and Records**

Our Practice Support Department will receive your message and follow up with any additional information needed to process your request.

#### **Category: Test Results**

The Nurse Care Team will review your question and send you test results that may not be automatically available in your chart.

#### **Category: Referrals**

We will process your referral and authorization requests in 48 - 72 hours.

#### **Category: General Medical Question**

For all other questions and comments to be answered by the Nurse Care Team.

### Join Today

#### **New Members:**

1. Receive a **Security Token** during your visit
2. Go to **nextmd.com**
3. Click: I AM NEW HERE

Follow the prompts to create your username and password. Please create a username and password easily remembered by you. To keep your information secure, we do not have access to your login information.

If you have any questions please ask any staff member during your visit or call us at 240-215-6310 and press 5 for patient portal.

*Better Healthcare  
Better Results*

