



Frequently Asked Questions

Sign In / Account Questions

- [How do I sign up for the Navigating Care patient portal?](#)

You must be invited to join the Navigating Care patient portal by your doctor's office. This usually takes place within 48 hours of your clinic entering your email address.

Be sure to check any spam or junk email folders.

If you do not activate your portal account immediately, we will send two follow-up email invitations to the email address your clinic has on file.

If you still have not received your invitation, please reach out to your doctor's office for more information or contact us at [1-800-925-4456](tel:1-800-925-4456) or support@navigatingcare.com.

- [I forgot my password.](#)

You can reset your forgotten/expired password by going to <https://www.navigatingcare.com/account/login> and clicking on Forgot Password? underneath the Next button on the sign-in page.

Enter the email address you used to register for your patient portal account. An email will be sent to you with instructions for resetting your password.

Check your email for a message called Reset password instructions. If you do not see it right away, refresh your email after a few minutes and check your spam or junk folders.

Open the email and then click Change my password

Follow the instructions to create a new password



- **I still can't sign in to Navigating Care.**

If you haven't received an email invitation or are still having trouble signing in, please contact us at [1-800-925-4456](tel:1-800-925-4456) or support@navigatingcare.com, and we'd be happy to help.

- **What's my username?**

Most patients sign in using their email address that their clinic has on file as their username. If you do not have an email address, a username is a customizable name that can be used to sign into the portal.

If you need help, please contact our Technical Support line at [1-800-925-4456](tel:1-800-925-4456) or support@navigatingcare.com.

- **How can I unsubscribe?**

If you are receiving too many notifications, sign in to your patient portal and customize your notification settings. You can unsubscribe by clicking on your name in the top right corner and then selecting "Settings". On this page select only the alerts that are important to you (such as a secure message from your doctor or new lab results).

If you have questions about this process please contact us at [1-800-925-4456](tel:1-800-925-4456) or support@navigatingcare.com, and we'd be happy to help.

Other Common Questions

- **Can you help me reschedule my appointment?**

We are unable to reschedule appointments. Please call your clinic or send a secure message from your portal directly to your clinic with any health, medical or billing questions.

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- **I need a referral or have a medical question.**

We are unable to provide referrals or answer medical questions.

Please call your clinic or send a secure message from your portal directly to your clinic with any health, medical or billing questions.

- **I need a prescription refill.**

Please call your clinic or send a secure message from your portal directly to your clinic with any health, medical or billing questions.

- **I have a question about my bill or a recent invoice.**

We are unable to provide assistance with billing or invoices. Please call your clinic or send a secure message from your portal directly to your clinic with any health, medical or billing questions.

- **I need help with financial aid.**

We are unable to provide assistance with financial aid. Please call your clinic or send a secure message from your portal directly to your clinic with any health or financial aid questions. Your clinic will be able to answer your questions and provide local resources to assist you.

General Questions

- **What is Navigating Care?**

The Navigating Care patient portal is a platform to access your medical records, communicate with your clinic via a secure connection, learn about topics related to your health, keep track of appointments and more.

Use our online portal to:

- Access your health information 24/7
- Receive personalized patient education
- Be prepared for your doctor visits
- Complete forms from home

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- Review lab and test results
- Communicate with your care team with secure messaging
- Connect with other survivors like you

- **I don't have a computer. Can I use Navigating Care?**

You can use any personal device with internet access including smartphones and tablets to access Navigating Care, but you will have the best user experience on a computer or laptop.

- **I'm under 18 years old. Can I use Navigating Care?**

State and Federal law restricts parental access to certain medical information for minors aged 12-17. There is no one-size-fits-all solution to how to address patient portal access for this age group. Navigating Care represents clinics and patients in all 50 states. Since these laws can vary widely from state to state, we have made the decision to completely exclude this age group from our patient portal access to ensure we meet all HIPAA and minor privacy requirements in every state. Please reach out to your clinic directly to request medical information if you are the parent or legal guardian of a minor and unable to access their NavigatingCare.com portal.

Parents of children 11 and younger are permitted full access to their child's medical records.

- **How is my information kept secure?**

Please visit <https://www.navigatingcare.com/privacy-policy> for more information.

- **How much does Navigating Care cost?**

There is no cost to patients to use the Navigating Care patient portal.