



NextGen® Patient Portal Patient User Guide



Patient Portal Features

The patient portal is a safe and secure environment that is easy to use. The portal will allow patients to view their health information at their convenience and communicate with their care team.

Patient Portal enables patients to:

- send and receive messages to and from their health care team
- ask a question about their care
- request an appointment
- view their visit summaries, lab results and prescription medications
- complete forms and other paperwork

Web browser requirements

The patient portal works best with the following browsers:

- Google Chrome
- Mobile Google Chrome (Android)
- Microsoft Edge
- Apple Safari
- Mobile Apple Safari (ios)
- Mozilla Firefox

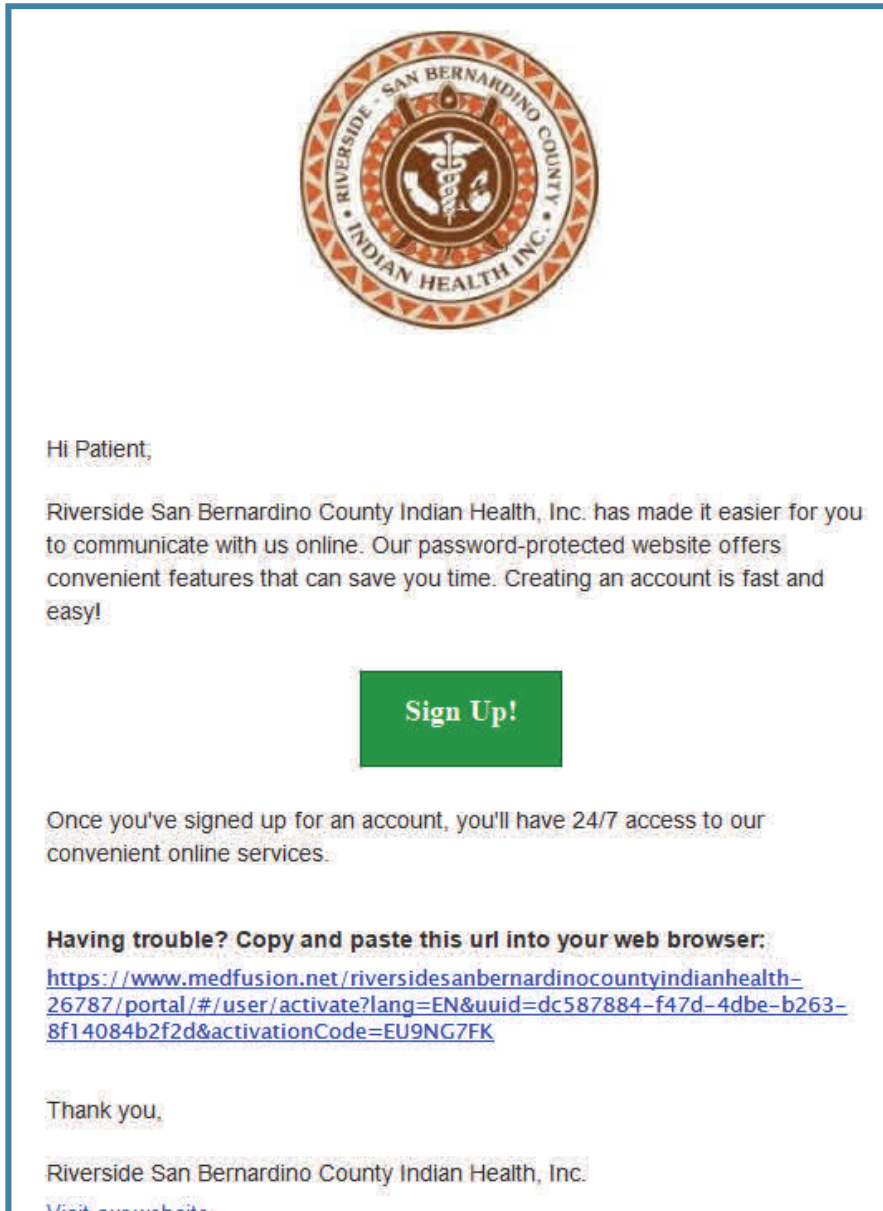


Patient Portal Enrollment

An enrollment invitation will be sent the email address that was provided by the patient during the registration process at RSBCIHI. The patient will need to activate their Patient Portal account to access their health records and communicate with their care team through the portal.

Activate Patient Portal Account

The patient can activate their portal account by clicking the Sign Up! button in their enrollment invitation email sent by RSBCIHI. The patient can also copy and paste the URL into their web browser to access the patient portal activation page.



Click Sign Up! button or copy the url and paste into browser



A verification page will open

 **Riverside San Bernardino County Indian Health, Inc.**

Please Verify Some Information
Please enter your date of birth and zip code so that we can verify you.

ZIP code

Date of birth
Month ▼ Day Year

1. Enter your zip code and date of birth
2. Click Continue to open the **Welcome! Create Security Details** page

 **Riverside San Bernardino County Indian Health, Inc.**

Please Verify Some Information
Please enter your date of birth and zip code so that we can verify you.

ZIP code

Date of birth
March ▼ 23 1968



Welcome! Create Security Details

Riverside San Bernardino County Indian Health, Inc.

Welcome! Create Security Details

Thank you for joining the portal. Please create a password and answer a secret question.

User name

Secret Question

Password

Your password must contain 8-32 characters; include no common words, and fulfill three of the following:

- one capital letter
- one lower case letter
- one number
- one symbol (&%#@!?)

Answer

Phone
 Type

Primary Location

By creating an account, I accept my health care provider's [Notice of Privacy Policy](#) and the [Terms of Service](#).

Enter Portal

Set up the account security details

1. Enter a unique username
 - contain at least 6 characters
 - combination of alpha numeric and special characters (no spaces)
 - not case sensitive
2. Create a password
 - contain 8-32 characters
 - contain at least 3 of the following:
 - * One uppercase letter
 - * One lowercase letter
 - * One number
 - * One special character(!@#%?)
3. Select a security question and type in the answer for the question (needed to reset password)
4. Enter the phone number and select phone type (home, mobile)
5. Select primary location
6. Click Enter Portal button



The portal is activated and the Home Page will open. You will also receive an confirmation email with your portal username and a link to the patient portal.



Hi Patient,

Thank you for creating an account with Riverside San Bernardino County Indian Health, Inc.. Our secure patient portal is a convenient way to manage your health information and provides you with 24/7 access to our services. It's easy to get started.

[Visit our patient portal now](#)

Sign in with your user name: **rsbddemo22**

Thank you,

Riverside San Bernardino County Indian Health, Inc.

[Visit our website](#)

If you are having trouble with the link, copy and paste it into your web browser. To ensure delivery of future emails, please add noreply@medfusion.com to your address book.

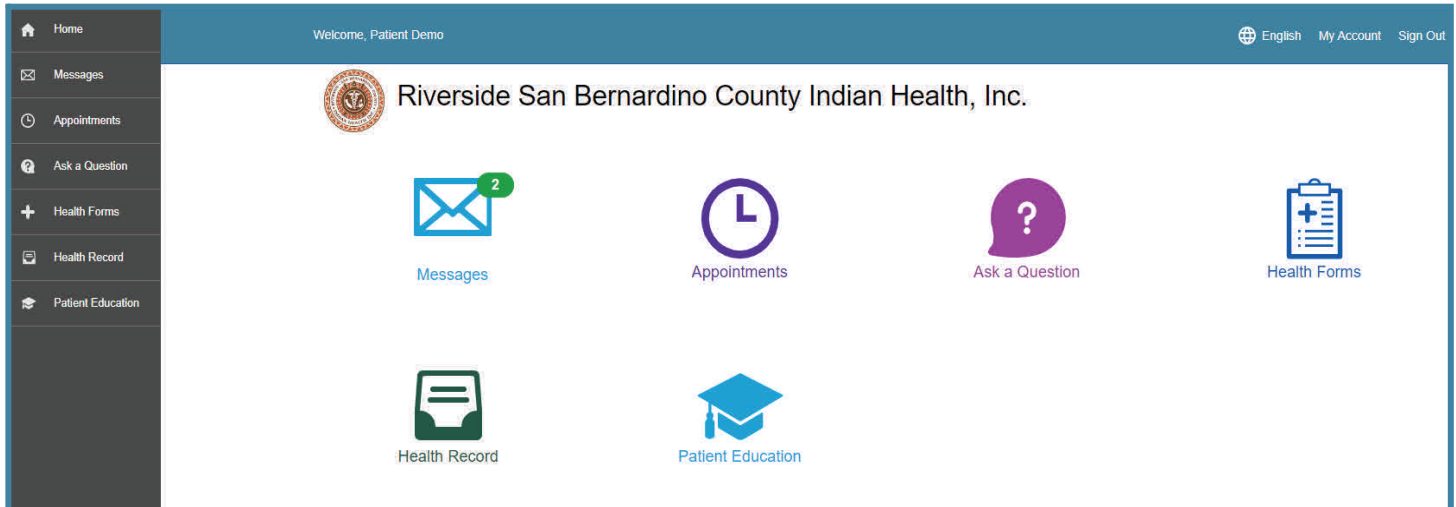
Please do not reply to this message. Please contact your practice if you have a question about this email.

Click [here](#) to opt out of future communications from Riverside San Bernardino County Indian Health, Inc..



Patient Portal Home Page

The portal is activated and the Home Page will open



You can access the portal features using the icons on the homepage or the navigation bar.

1. Messages
Safely view and send health related messages to your care team
2. Appointments
View upcoming and past appointments
Submit an appointment request
3. Ask A Question
Send questions to clinical departments including Medical, Dental, Eye Care, Patient Registration/
Patient Services, Referral Management and Medical Records
4. Health Forms
Complete and submit forms directly through the portal
5. Health Record
View visit summaries, lab results and prescribed medications
6. Patient Education
Search health education topics by condition or diagnosis



Patient Portal Home Page

The Welcome message will display at the bottom of the Home Page. You can view important information from Riverside-San Bernardino County Indian Health, Inc., including a link to our website and other resources.

Riverside San Bernardino County Indian Health, Inc.

Welcome to our Patient Portal!

OUR WEBSITE
rsbcihi.org

Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted and stored securely.

After you create your account, you will receive an e-mail from us that includes your user ID and a link back to our patient portal. You may log in at any time to begin using our services.

If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.

IMPORTANT LINKS

[RSBCIHI Resources](#)

DOCUMENTS

[Release of Information](#)

[Patient Registration Update Form](#)

OUR VISION

We will share our values and traditions, strengthen the body, promote peace of mind, and empower dreams to all those who come through our doors. Together, we can build a healthier way of life for a better tomorrow.



Messages

You can view and send messages directly through the patient portal.

Welcome, Patient Demo

English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

Messages

Ask a Question

Inbox Sent Archived

Sort by: Date From Type

Lab results 11:59 am
OnlineProfile, CAC

RE: Blood pressure m... 11:49 am
Markel, Joy

You have a new health... 10:59 am
Admin, NEXTGEN

Welcome to our Patie... 8:38 am
Riverside San Bernardino County Indi...

Lab results
OnlineProfile, CAC 06/28/2022 11:59 AM

Reply Archive

Patient,
Your lab results are normal. Please follow the latest recommendations for return to office.
Thank you,
Your Medical Team

You will receive an email when you have a new message in your portal Inbox.

Hi Patient,

We've sent you a new secure message. To protect your privacy, you can only view this message on our password-protected website.

[Sign in to view this message](#)

Thank you,

Riverside San Bernardino County Indian Health, Inc.

[Visit our website](#)



Messages

Inbox

View messages sent by your health care team. You can sort incoming messages by the following:

- Date - messages will display by date, either newest to oldest or oldest to newest
- From - messages will be grouped together by sender
- Type - messages will be grouped together by message subject

View Message

1. Click Messages on the Home Page or on the navigation bar
2. Click a message to view the message details on the right side

The screenshot shows the 'Messages' page in the NextGen Patient Portal. At the top, there's a header with 'Welcome, Patient Demo', 'English', 'My Account', and 'Sign Out'. Below the header is the 'Riverside San Bernardino County Indian Health, Inc.' logo and name. The main heading is 'Messages' with a green 'Ask a Question' button. Below this are tabs for 'Inbox', 'Sent', and 'Archived'. A 'Sort by:' dropdown menu is set to 'Date'. The inbox list on the left shows four messages: 'Lab results' (11:59 am), 'RE: Blood pressure m...' (11:49 am), 'You have a new health...' (10:59 am), and 'Welcome to our Patie...' (8:36 am). The 'Lab results' message is selected, and its details are shown on the right. The details include the subject 'Lab results', the sender 'OnlineProfile, CAC', the date '06/28/2022 11:59 AM', and the content: 'Patient, Your lab results are normal. Please follow the latest recommendations for return to office. Thank you, Your Medical Team'. There are 'Reply' and 'Archive' buttons at the top right of the message details.

Reply to Message (if message allows)

1. Click Messages on the Home Page or on the navigation bar
2. Click a message to view the message details on the right side
3. Click Reply to open the Reply to Message page
4. Enter your reply and click Send.

This screenshot shows the 'Reply to Message' interface. The layout is similar to the previous screenshot, but the 'Lab results' message is still selected. In the message details area, there are 'Cancel' and 'Send' buttons at the top left. Below them is a text input field for the reply. The message content is visible below the input field. The 'Reply' button is now disabled, and the 'Archive' button is still present. The 'Sort by:' dropdown is still set to 'Date'.



Messages

Sent

View messages that you have sent through the portal. You can sort sent messages by the following:

- Date - messages will display by date, either newest to oldest or oldest to newest
- From - messages will be grouped together by sender
- Type - messages will be grouped together by message subject

View Sent Messages

1. Click Messages on the Home Page or on the navigation bar
2. Click on the Sent tab

The screenshot shows the 'Messages' section of the patient portal. At the top, there's a header with 'Welcome, Patient Demo' and links for 'English', 'My Account', and 'Sign Out'. Below this is the 'Riverside San Bernardino County Indian Health, Inc.' logo and name. The 'Messages' title is followed by a green 'Ask a Question' button. There are three tabs: 'Inbox' (with a notification icon), 'Sent', and 'Archived'. The 'Sent' tab is active. Below the tabs, there's a 'Sort by:' section with buttons for 'Date', 'From', and 'Type'. The main content area displays a message from 'Patient Demo' with the subject 'Blood pressure medicine' and a timestamp of '11:24 am'. The message body starts with 'Dear Riverside San Bernardino County Indian Health, Inc..' and asks 'Will this new medication make me feel sick?'. It ends with 'Thanks, Patient Demo'.

Archived

You can view messages that you have archived by clicking the Archived tab. You are also able to unarchive a message and move it back to the Inbox on this tab.

The screenshot shows the 'Messages' section of the patient portal with the 'Archived' tab selected. The header and logo are the same as in the previous screenshot. The 'Inbox' tab now has a notification icon. The 'Sort by:' section is visible. The main content area displays a message from 'Riverside San Bernardino County Indian Health, Inc.' with the subject 'Welcome to our Patie...' and a timestamp of '8:36 am'. At the bottom right of the message, there is a blue 'Unarchive' button.



Appointments

You can view upcoming, past and previous requests for appointments on the patient portal.

View Upcoming Appointments

1. Click Appointments on the Home Page or on the navigation bar
2. Click Upcoming to display scheduled upcoming appointments

The screenshot shows the Patient Portal interface for Riverside San Bernardino County Indian Health, Inc. The top navigation bar includes 'Welcome, Patient Demo', 'English', 'My Account', and 'Sign Out'. The main header features the organization's logo and name. Below this, the 'Appointments' section is active, with a green 'Request an Appointment' button. The 'Upcoming' tab is selected, showing a large purple clock icon and the text 'No upcoming appointments.'

View Past Appointments

1. Click Appointments on the Home Page or on the navigation bar
2. Click Past to display past appointments

The screenshot shows the Patient Portal interface for Riverside San Bernardino County Indian Health, Inc. The top navigation bar includes 'Welcome, Patient Demo', 'English', 'My Account', and 'Sign Out'. The main header features the organization's logo and name. Below this, the 'Appointments' section is active, with a green 'Request an Appointment' button. The 'Past' tab is selected, showing a large purple clock icon and the text 'No past appointments.'



Request an Appointment

You can send an appointment request with your preferred provider, location and appointment time. The appointment will need to be confirmed by the clinic before it is scheduled. (Submitting a request does not mean an appointment has been scheduled).

Submit Appointment Request

1. Click Appointments on the Home Page or on the navigation bar
2. Click Request an Appointment button
3. Select a location or provider from the list
4. Select a location or provider from the list (whichever you didn't choose in step 3)
5. Click Continue



6. Select the preferred appointment time
 - First available time: Selects the first available appointment date/time for the provider or
 - choose your preferred time(s) of day, day(s) of week and preferred week (this week or next)
7. Type in the reason for visit
8. Click Request appointment

Riverside San Bernardino County Indian Health, Inc.

Appointments

You're requesting an appointment with:

Michelle Opsahl, MD
Morongo Indian Health
11555 1/2 Potrero Rd
Banning, CA

Choose your preferred appointment time

First available time:

or

Time(s) of day

Any ☒ Early morning ☒ Late morning ☐ Early afternoon ☐ Late afternoon

Day(s) of week

Any ☒ Monday ☐ Tuesday ☒ Wednesday ☐ Thursday ☐ Friday

Week

Any ☐ This week ☒ Next week

Reason for visit

go over lab results

Back Request appointment

Once you click the Request appointment button, you will be directed back to the Home page and a banner message will display confirming that your appointment request has been sent.

Welcome, Patient Demo English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

✓ We've successfully received your request for an appointment with Michelle Opsahl, MD at Morongo Indian Health. Our practice will review and respond to you by email to confirm date and time. Thank you.

! Please complete your patient registration form. Start Registration

Messages Appointments Ask a Question Health Forms



Previous Appointment Requests

You can view previous appointment requests that you have sent through the portal

View Previous Requests

1. Click Appointments on the Home Page or on the navigation bar
2. Click on Previous Requests to display previous appointment requests

Welcome, Patient Demo

English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

Appointments

[Request an Appointment](#)

Your appointment request history is shown below with the most recently request at the top.

[Upcoming](#) [Past](#) [Previous Requests](#)

Date Sent	Staff Name	Location	Reason
06/28/2022 3:05 PM	Michelle Opsahl, MD	Morongo Indian Health	go over lab results



Ask A Question

You can send questions to your health care team through the patient portal. The Ask a Question button is accessible on the Home page, Messages page, and the navigation bar. The questions are separated by categories which determines the department that will receive the message.

Ask a Question

1. Click Ask a Question on the Home page, Messages page, or the navigation bar. The What's your message about? window will open.
2. Select a category or department to which you are sending the question

Welcome, Patient Demo

Riverside S

Messages

What's your message about?

BHS Services

Dental Services

Eyecare Services

Medical Records/HIM

Medical Services

Patient Registration

Patient Services

Referral Management

Welcome, Patient Demo

English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

Medical Services

If you are experiencing an emergency, please dial 911 for immediate assistance. If this is an urgent matter please call the clinic. Please allow up to three business days for a response to your question.

Subject

Blood pressure medicine 23/30

Location

Morongo Indian Health

Provider

Michelle Opsahl, MD

What is your question?

Will this new medication make me feel sick? 44/4000

Attachments

Choose file

You can add up to 5 files at a time. Maximum size 10MB.

Question History

Continue

Complete the fields to submit your question

1. Type in your question subject
2. Select your clinic location
3. Select your provider
4. Type in your question
5. Click Continue



A new window will open with your question details to review. You have to option to click the Back button to edit your question or click Submit Question to send your question.

Welcome, Patient Demo English My Account Sign Out

 **Riverside San Bernardino County Indian Health, Inc.**

Medical Services

Subject
Blood pressure medicine

Location
Morongo Indian Health

Provider
Michelle Opsahl, MD

What is your question?
Will this new medication make me feel sick?

[Back](#) [Submit question](#)

Once you click the Submit Question button, you will be directed back to the Home page and a banner message will display confirming that your question has been submitted.

Welcome, Patient Demo English My Account Sign Out

 **Riverside San Bernardino County Indian Health, Inc.**



Thank you for submitting your question.
Our practice will review your question and respond.
Please allow up to three business days for a response to your question.



Messages



Appointments



Ask a Question



Health Forms



Health Record



Patient Education

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Question History

You can view previously submitted questions by clicking on the Question History button at the bottom of the Question page.

Welcome, Patient Demo English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

Medical Services

If you are experiencing an emergency, please dial 911 for immediate assistance. If this is an urgent matter please call the clinic. Please allow up to three business days for a response to your question.

Subject
Blood pressure medicine 23/30

Location
Morongo Indian Health

Provider
Michelle Opsahl, MD

What is your question?
Will this new medication make me feel sick? 44/4000

Attachments
[Choose file](#)
You can add up to 5 files at a time. Maximum size 10MB.

[Question History](#) [Continue](#)

Welcome, Patient Demo English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

History for Medical Services

Date Sent	Staff	Location	Reason
07/21/2022 9:01 AM	Michelle Opsahl, MD	Morongo Indian Health	Blood pressure medicine
07/20/2022 4:13 PM	Michelle Opsahl, MD	Morongo Indian Health	testing message
07/20/2022 12:44 PM	Michelle Opsahl, MD	Morongo Indian Health	test
07/20/2022 12:39 PM	Darlene Zaff, MD	Morongo Indian Health	test question
06/28/2022 11:24 AM	Michelle Opsahl, MD	Morongo Indian Health	Blood pressure medicine

[Back](#)



Health Record

You can access and view your health record including summaries of clinical visits, medications, and health histories. You can access Health Record on the Home Page or navigation bar to open Clinical Summaries.

Welcome, Patient Demo

English My Account Sign Out

Riverside San Bernardino County Indian Health, Inc.

Your most recent health record summary

[Clinical summaries](#) [Other documents](#)

[Share](#) [Download](#) [Print](#)

[Patient Education](#)

Patient Demo The information below was updated on June 28, 2022.

Basic Information About You

Name	Patient Mom Demo
Previous Name	
Date Of Birth	June 20, 1936

Share Health Record

1. Click Health Record on the Home Page or on the navigation bar
2. Scroll to the bottom of the window to access your clinical summaries
3. Select the check box next to the health record you want to share (to select all the health records, select the check box next to Date)
4. Click the Share Selected button

No information

[Hide full summary](#)

From To

☒	Date
☒	06/28/2022 10:59 AM

[Viewing](#)

[Mark all as viewed](#) [Share selected](#) [Download selected](#) [Request consolidated health record](#)



Health Record

The Send Health Data window will open

5. Select one of the following:

Direct– this option is a secure messaging protocol that allows you to send your health information as an encrypted exchange

Standard email– this option has a non-secure email address and can be intercepted. To continue with this option, you must select the check box to acknowledge understanding and accepting the risk.

6. Enter the email address that you want to send your health information

7. Click Send

Send Health Data

Share my health information via

☒ Direct

☐ Standard email

A Direct Address is a secure messaging protocol that allows for the encrypted exchange of personal health information. It looks like an email address, but may contain the word "direct". For example: DoctorSmith@CardiologyDirect.com. Please contact your health care provider to obtain a valid Direct Address.

Enter Direct Address

DoctorSmith@CardiologyDirect.com

Send

Send Health Data

Share my health information via

☐ Direct

☒ Standard email

Non-secure emails can be intercepted and read by others. By continuing, you are acknowledging that you understand and accept that risk.

Enter Email Address

jmarkel@rsbcihi.org

☒ I agree to send my health data to the standard, potentially unsecure email address jmarkel@rsbcihi.org

Send

Once you click the Send button, a banner message will display confirming that your health data has been sent successfully.

Welcome, Patient Demo

Riverside San Bernardino County Indian Health, Inc.

Your health data has been successfully sent.

Your most recent health record summary

Patient Education

Clinical summaries Other documents



Health Record

Download Health Record

1. Click Appointments on the Home Page or on the navigation bar
2. Scroll to the bottom of the window to access your clinical summaries
3. Select the check box next to the health record you want to download (to select all the health records, select the check box next to Date)
4. Click the Download Selected button
a zipped folder will be downloaded. Unzip the folder to view your health record in a PDF format

The screenshot shows a web interface for viewing health records. At the top, there is a "Hide full summary" button. Below it, there are date range selectors: "From June 28, 2022" and "To July 21, 2022". A table of records is displayed with checkboxes in the first column. The first row has a checked checkbox and the label "Date". The second row has a checked checkbox and the date "06/28/2022 10:59 AM". To the right of the table is a blue "Viewing" button. At the bottom, there are four buttons: "Mark all as viewed", "Share selected", "Download selected", and "Request consolidated health record".

Request Consolidated Health Record

1. Click Appointments on the Home Page or on the navigation bar
2. Scroll to the bottom of the window to access your clinical summaries
3. Click the Request Consolidated Health Record button. The Request Updated Health Records window will open
4. Enter a From and To date to request your health record for a specific time frame or select the Request Complete Record check box for all health record information.
5. Click Request Record

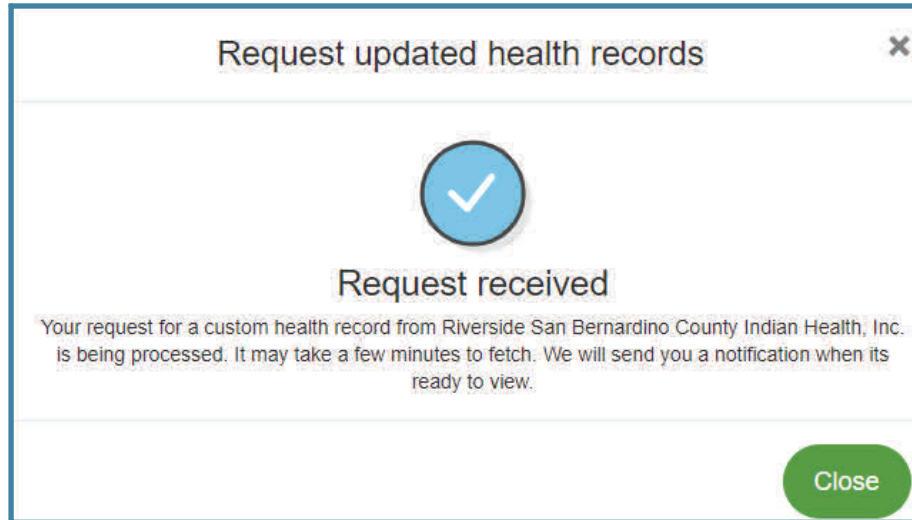
The screenshot shows a dialog box titled "Request updated health records" with a close button (X) in the top right corner. Inside the dialog, there is a text prompt: "Select a date range for your requested health records from Riverside San Bernardino County Indian Health, Inc..". Below this, there are two date selection fields: "From" and "To", each with a "Choose a date" button. Below these fields is the word "or". At the bottom left, there is a checkbox labeled "Request complete record.". At the bottom right, there is a large grey button labeled "Request Record".



Health Record

Request Consolidated Health Record

A confirmation window will open that your request has been received. Once processed, you will receive an email message that you have a new message.



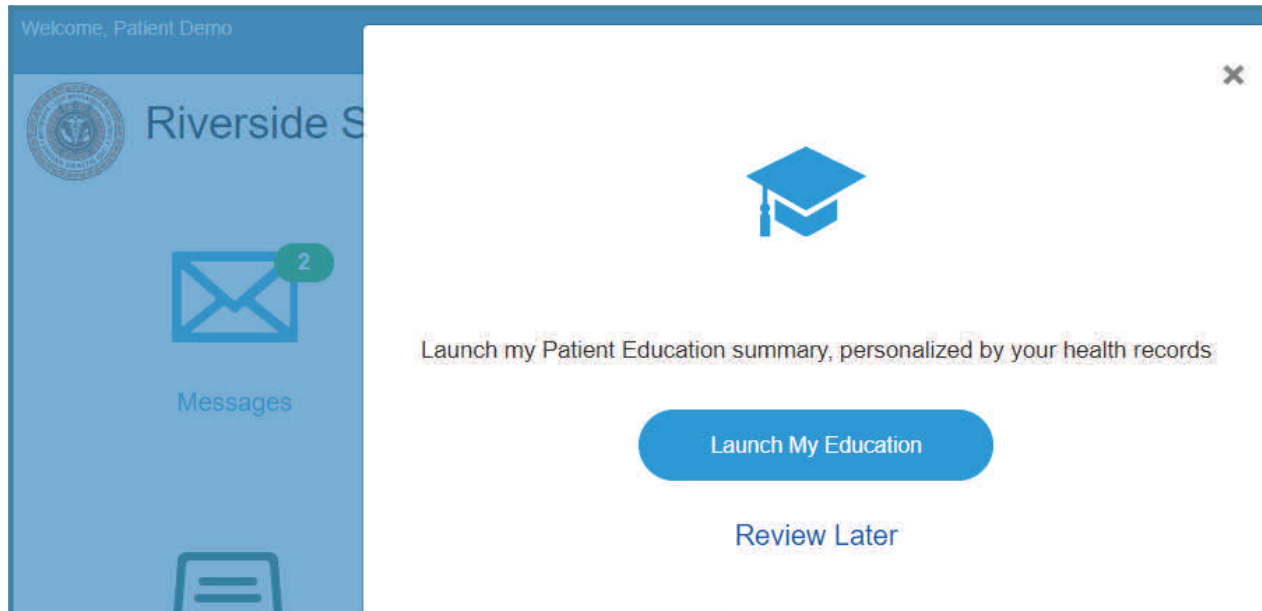


Patient Education

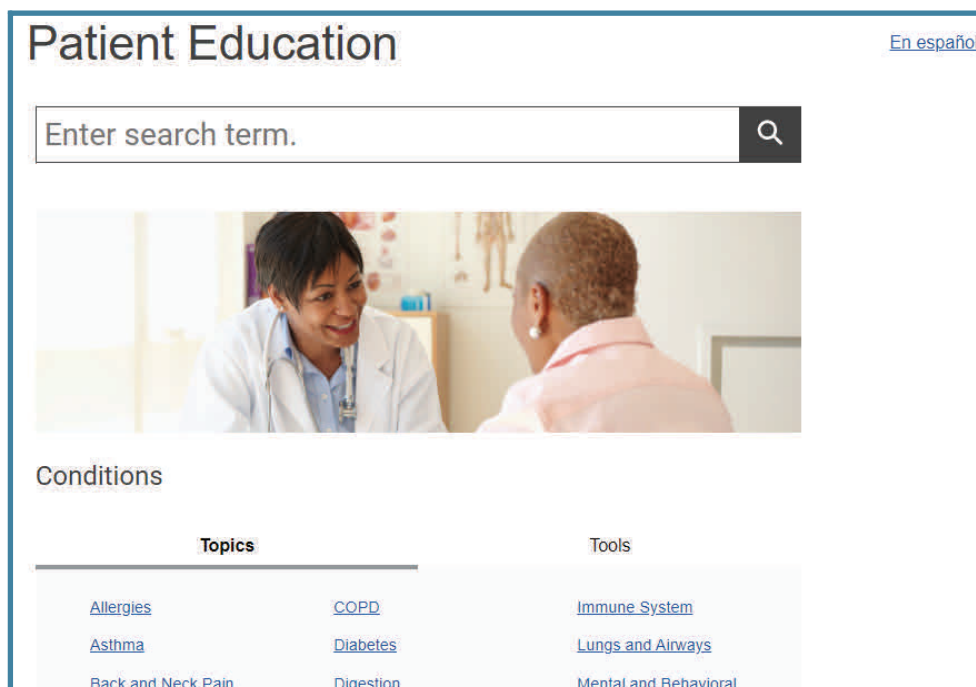
You can access health education through the patient portal and can search conditions, terms or diagnosis.

Access Patient Education

1. Click Patient Education on the Home Page or on the navigation bar
2. Click the Launch My Education button



A new window will open and you can enter a search term or select from the conditions/topics





Retrieve Username or Reset Password

You can retrieve your username or reset your password through the portal

1. Click on the I forgot my user name and/or password link on the sign in page

2. Type in the email address or user name and click Continue



Retrieve Username or Reset Password

You will receive an email with your user name and a button to reset your password if needed



Hi Patient,

We understand that you need help signing in.

Your user name is **rsbmdemo22**. If you know your password, you can [Sign In](#) now.

If not, you can sign in once you've reset your password.

[Reset Password Now](#)

Thank you,

Riverside San Bernardino County Indian Health, Inc.

Reset Password

1. Click the Reset Password Now button
2. Type in the answer to the security question selected during account activation
3. Click Continue to Reset Password button
4. Type a new password and confirm
5. Click Save and Enter portal

Help with Sign In

Hello, Patient

Your user name is: **rsbmdemo22**.
If you know your password, you can [Sign In Now](#).

In order to reset your password, please answer your security question.

What was your high school mascot?

[Continue to Reset Password](#)

Reset your Password

Please create a new password.

New password:

Your password must contain 8-32 characters, include no common words, and fulfill three of the following:

- one capital letter
- one lower case letter
- one number
- one symbol (&%#@!?)

Confirm password:

[Save and Enter Portal](#)