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 to the email address 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.

Hi Patient,

Riverside San Bernardino County Indian Health, Inc. has made it easier for you to communicate with us online. Our password-protected website offers convenient features that can save you time. Creating an account is fast and easy!

Once you've signed up for an account, you'll have 24/7 access to our convenient online services.

Having trouble? Copy and paste this url into your web browser:

https://www.medfusion.net/riversidesanbernardinocountyindianhealth-26787/portal/#/user/activate?lang=EN&guid=dc587884-f47d-4d6c-b263-8f14094eb2f2d&activationCode=EU9NG7FK

Thank you.

Riverside San Bernardino County Indian Health, Inc.
Visit our website.
A verification page will open

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

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 a 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: rsbdddemo22

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.

<table>
<thead>
<tr>
<th>IMPORTANT LINKS</th>
<th>DOCUMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSBCHI Resources</td>
<td>Release of Information</td>
</tr>
<tr>
<td></td>
<td>Patient Registration Update Form</td>
</tr>
</tbody>
</table>

Riverside San Bernardino County Indian Health, Inc.

Welcome to our Patient Portal

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.

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.

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

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.
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

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.
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

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

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.
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
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.

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.

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.
Question History

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

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
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

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

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
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

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