



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.



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!

Sign Up!

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://pxportal.nextgen.com/riversidesanbernardinocountyindianhealth-26787/portal/#/user/activate?lang=EN&uuid=dc587884-f47d-4dbe-b263-8f14084b2f2d&activationCode=M2KQ2H34>

Thank you,

Riverside San Bernardino County Indian Health, Inc.

[Visit our website](#)

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



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

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 (need 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.

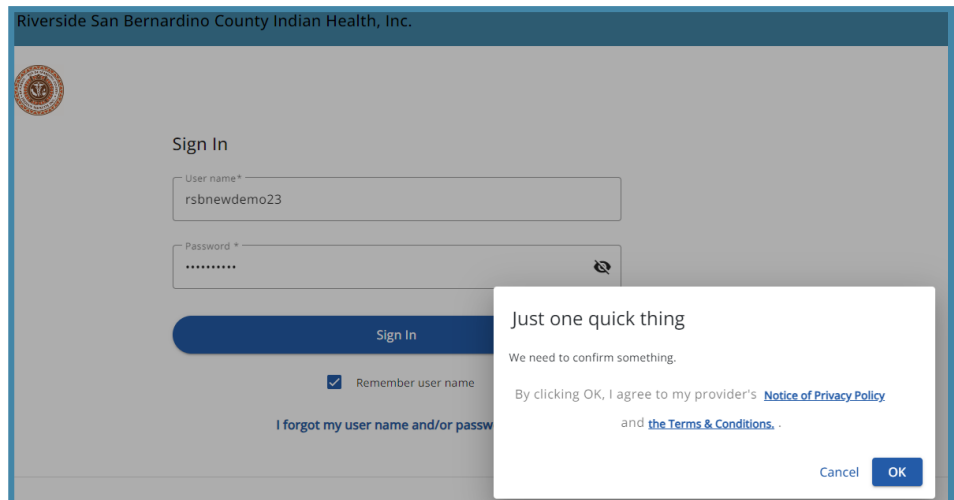
[Visit our patient portal now](#)

Sign in with your user name: **rsbnewdemo23**

Thank you,

Riverside San Bernardino County Indian Health, Inc.
[Visit our website](#)

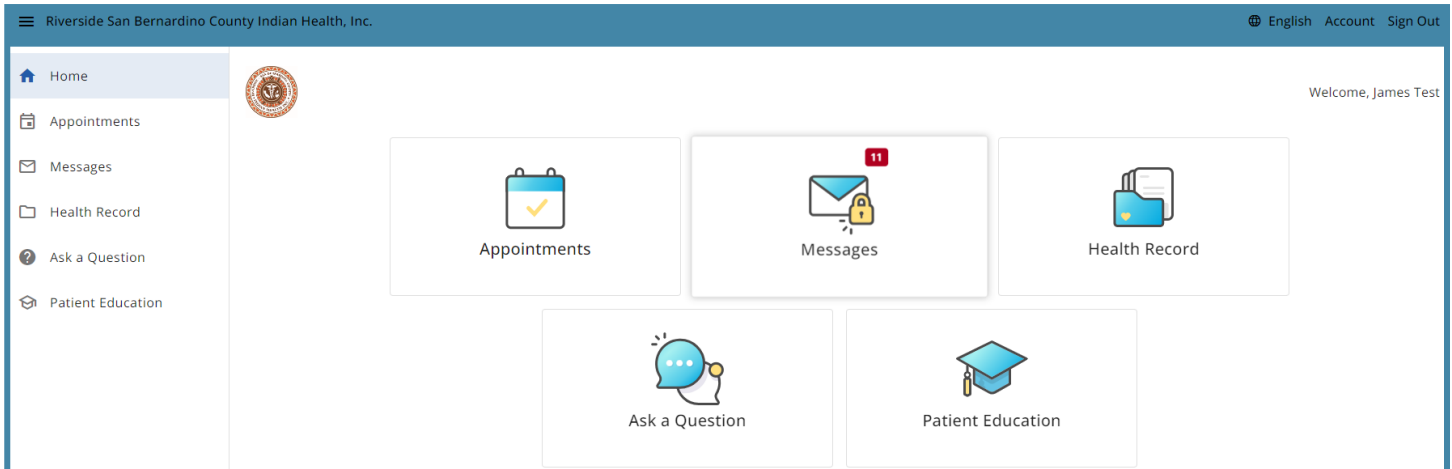
You will be prompted to agree to Notice of Privacy Practice and the Terms & Conditions at first log in





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. **Appointments**
View upcoming and past appointments
Submit an appointment request
2. **Messages**
Safely view and send health related messages to your care team
3. **Health Record**
View visit summaries, lab results, prescribed medications and more
4. **Ask a Question**
Send questions to clinical departments including, Medical, Dental, Eye Care, Patient Registration/Patient Services, Referral Management and Medical Records.
5. **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.

Our Website

www.rsbcih.org

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.

Important Links

[RSBCIH Resources](#)

Documents

[Release of Information](#)
[Patient Registration Update Form](#)
[Patient Portal User Guide](#)

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.



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

Riverside San Bernardino County Indian Health, Inc. English Account Sign Out

Appointments [Request Appointment](#)

Upcoming Past Previous Requests

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

Riverside San Bernardino County Indian Health, Inc. English Account Sign Out

Appointments [Request Appointment](#)

Upcoming Past Previous Requests

06/14/2023 2:00 PM	Eyecare Soboba Soboba Indian Health
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Appointment Details

- Status: Booked
- Scheduled Date: 06/14/2023 2:00 PM
- Provider Name: Eyecare Soboba
- Location: Soboba Indian Health

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

Riverside San Bernardino County Indian Health, Inc. English Account Sign Out

Home Appointments Messages Health Record Ask a Question Patient Education

Appointments [Request Appointment](#)

Upcoming Past Previous Requests

08/16/2023 9:17 AM	Michelle Opsahl, MD Morongo Indian Health
03/08/2023 2:47 PM	Cara Semino, OD Morongo Indian Health
08/31/2022 4:00 PM	Joseph Pruitt, OD Soboba Indian Health
08/31/2022	Shadi Abdelnour, MD

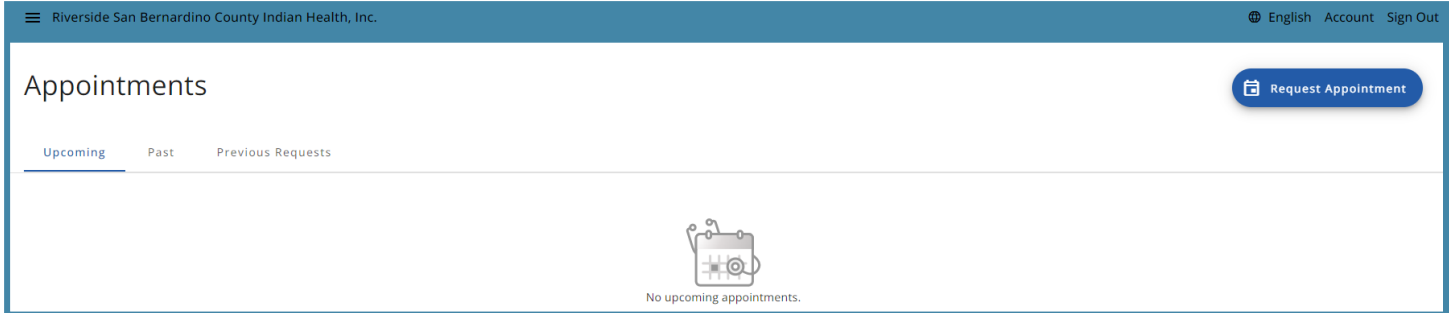
Appointment Details

- Status: Open
- Preferred Time: Late Morning
- Scheduled Date: Request Day: Monday
- Provider Name: Michelle Opsahl, MD
- Request Time: Anytime



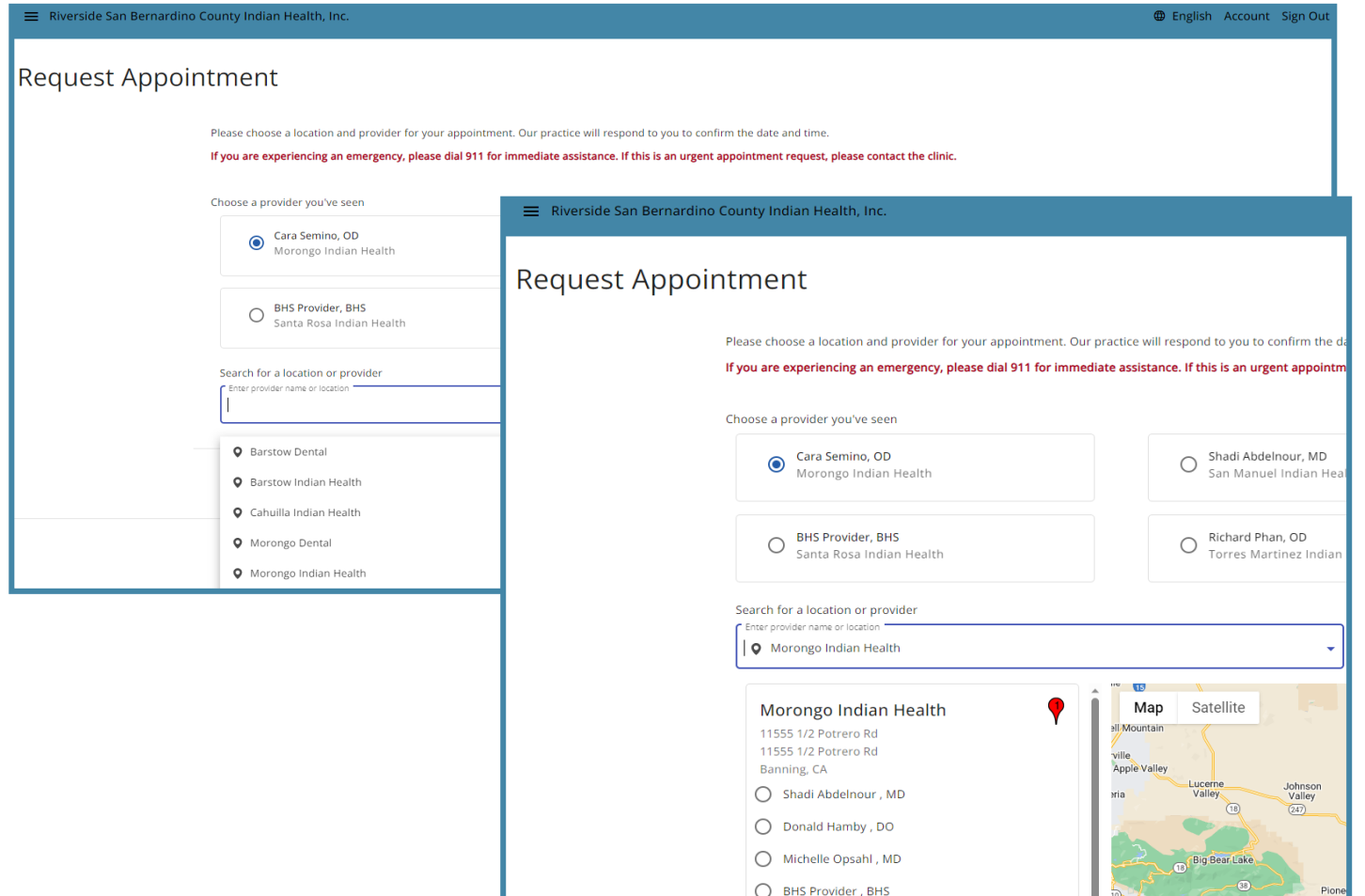
Request an Appointment

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





Request an Appointment

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. English Account Sign Out

Request Appointment

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

Time(s) of day Day(s) of week or Week

Any Early morning Any Monday Any This week
 Late morning Tuesday Next week
 Early afternoon Wednesday
 Late afternoon Thursday
 Friday

Reason for visit *
 medication refill

[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.


Riverside San Bernardino County Indian Health, Inc. English Account Sign Out


- [Home](#)
- [Appointments](#)
- [Messages](#)
- [Health Record](#)
- [Ask a Question](#)
- [Patient Education](#)

✔ 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. Close

Welcome, James Test


[Appointments](#)


[Messages](#)


[Health Record](#)



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.



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 with a navigation bar at the top right containing an 'Ask a Question' button. Below the navigation bar are tabs for 'Inbox' (with a '10' notification), 'Sent', and 'Archived'. A 'Sort by:' dropdown menu is set to 'Date' with an upward arrow. The message list on the left includes:

- Riverside San Bernardino Cou... 08/17/22: Welcome to our Patient Port...
- Admin, NEXTGEN Riverside Sa... 08/17/22: You have a new health data ...

 The selected message on the right is 'RE: Medical Morongo- Opsahl' with 'Reply' and 'Archive' buttons. Below the subject is the sender 'James Test' and the time '08/23/2022 11:05 AM'.

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' form. The message list on the left includes:

- Aronson, Kimberly 08/18/22: Appointment Request
- Welsh, Richard 08/19/22: Appointment Request

 The message being replied to is 'Re: RE: Medical Morongo- Opsahl' from 'Jimenez, MA, Luis' dated '08/16/2023 9:42 AM'. A text input field is present with the placeholder 'Enter your reply*' and a link 'Enter message reply text here'. At the bottom right are 'Cancel' and 'Send' buttons.



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.

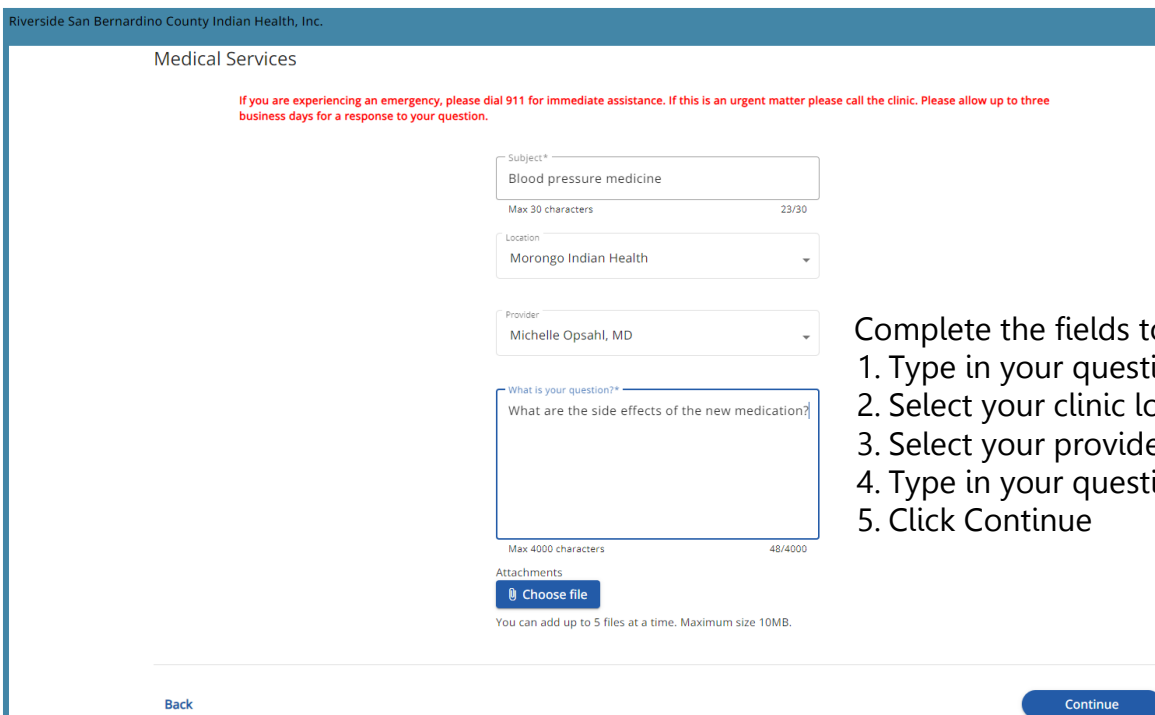
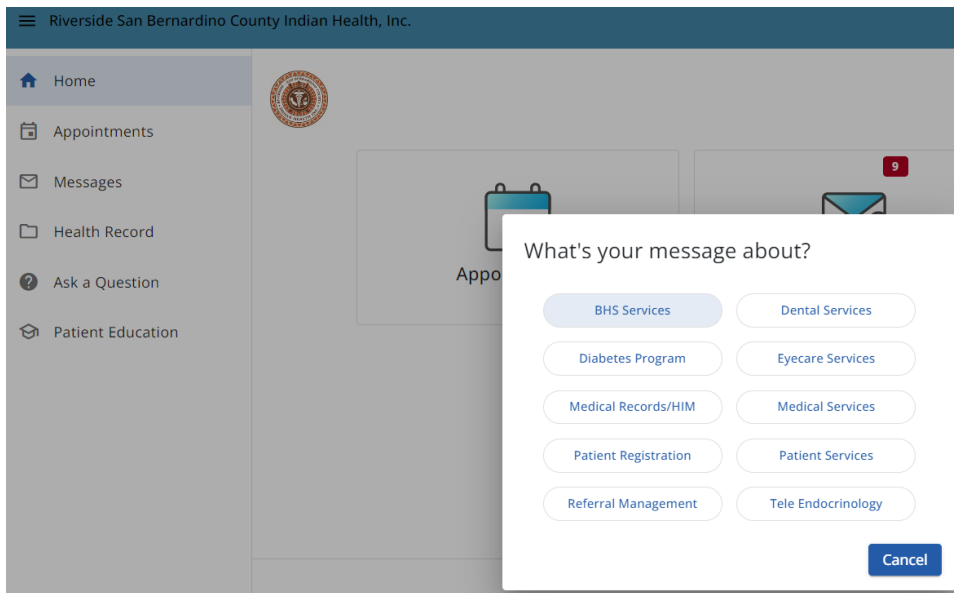


Ask A Question

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.

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?
What are the side effects of the new medication?

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.

Riverside San Bernardino County Indian Health, Inc.

- Home
- Appointments
- Messages
- Health Record
- Ask a Question
- Patient Education

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.

Appointments

Messages

You can view previously submitted questions in your sent messages



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.

The screenshot shows the patient portal interface for Riverside San Bernardino County Indian Health, Inc. The main content area displays "Your most recent health record summary" for James Test, updated on August 17, 2022. It includes a "Health Overview" section with a weight of 95 kg and a note about BMI. Below that is a "Basic Information About You" section listing Name (James Test), Date of Birth (January 1, 2001), Race (American Indian or Alaska Native), and Ethnicity (Not Hispanic or Latino). Navigation buttons for Home, Appointments, Messages, Health Record, Ask a Question, and Patient Education are visible on the left. Action buttons for Share, Download, and Print are on the right.

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

This screenshot shows the document selection interface. At the top, it says "Not Hispanic or Latino" and has a "View full summary" button. Below are date range selectors: "From 8/17/2022" and "To 8/16/2023". A table lists documents with a "Date" column. The first document is checked, and the "Date" column header is also checked. A "Viewing" indicator is present on the right. At the bottom, there are buttons for "Mark all as viewed", "Share selected", "Download selected", and "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 accept 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 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 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 user interface for viewing health records. At the top, it says "Not Hispanic or Latino" and has a "View full summary" button. Below that are two date pickers: "From" with the date 8/17/2022 and "To" with the date 8/16/2023. There is a checkbox labeled "Select all documents at once" and a "Date" column header. A table below shows a single document with a checked checkbox and the date "08/17/2022 5:07 PM". A "Viewing" button is on the right. At the bottom, there are buttons for "Mark all as viewed", "Share selected", "Download selected", and "Request consolidated health record".

Request Consolidated 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. 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

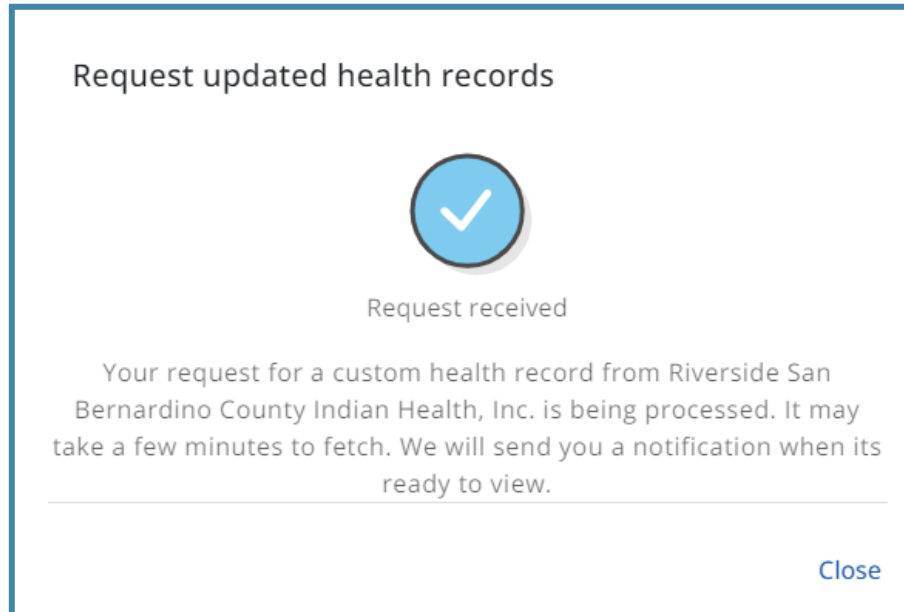
The screenshot shows a "Request updated health records" dialog box overlaid on a patient profile page. The patient profile on the left includes: Name: James Test; Previous Name; Date of Birth: January 1, 2001; Race: American Indian or Alaska Native; Ethnicity: Not Hispanic or Latino. The dialog box has a title "Request updated health records" and a subtitle "Select a date range for your requested health records from Riverside San Bernardino County Indian Health, Inc.". It contains two date pickers: "From" with the date 7/1/2023 and "To" with the date 8/11/2023. Below the date pickers is the word "or" and a checkbox labeled "Request complete record.". At the bottom right of the dialog box are "Close" and "Request Record" buttons.



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 in the portal.



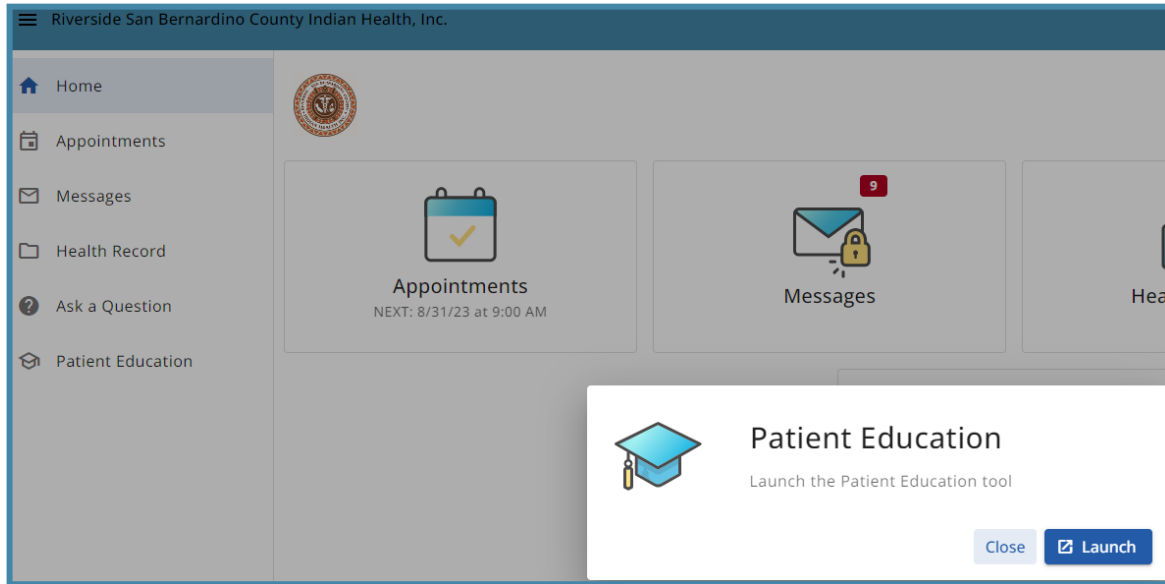


Patient Education

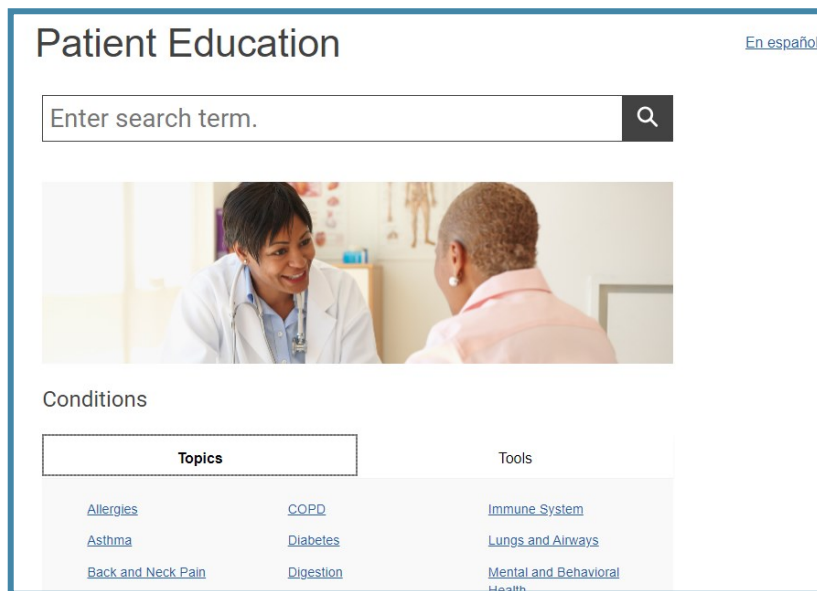
You can access health education through the patient portal and search conditions, terms or diagnosis.

Access Patient Education

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



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

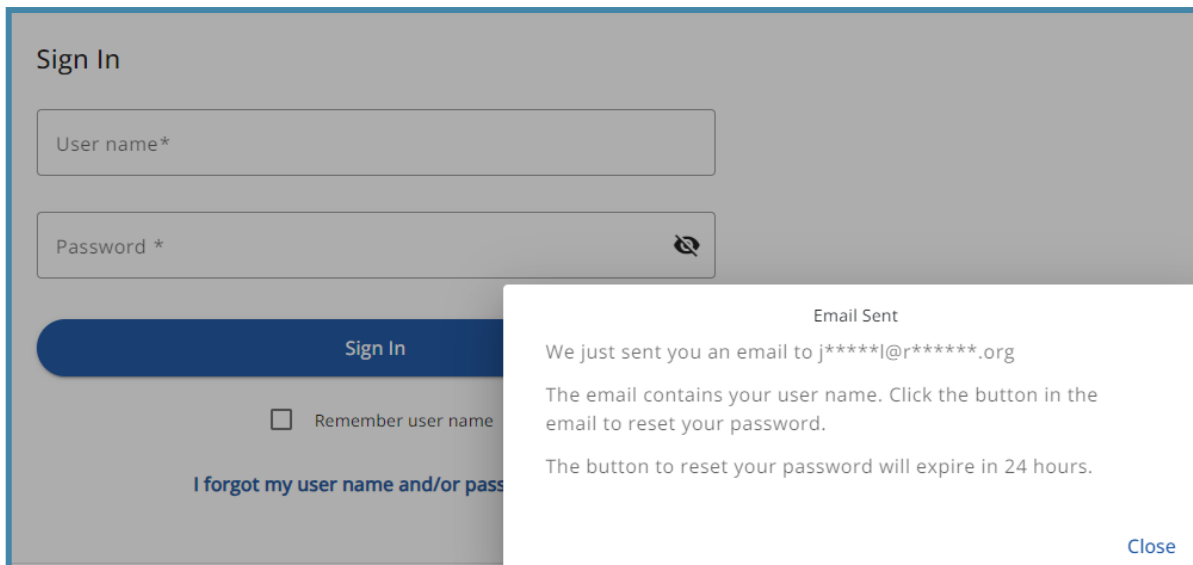
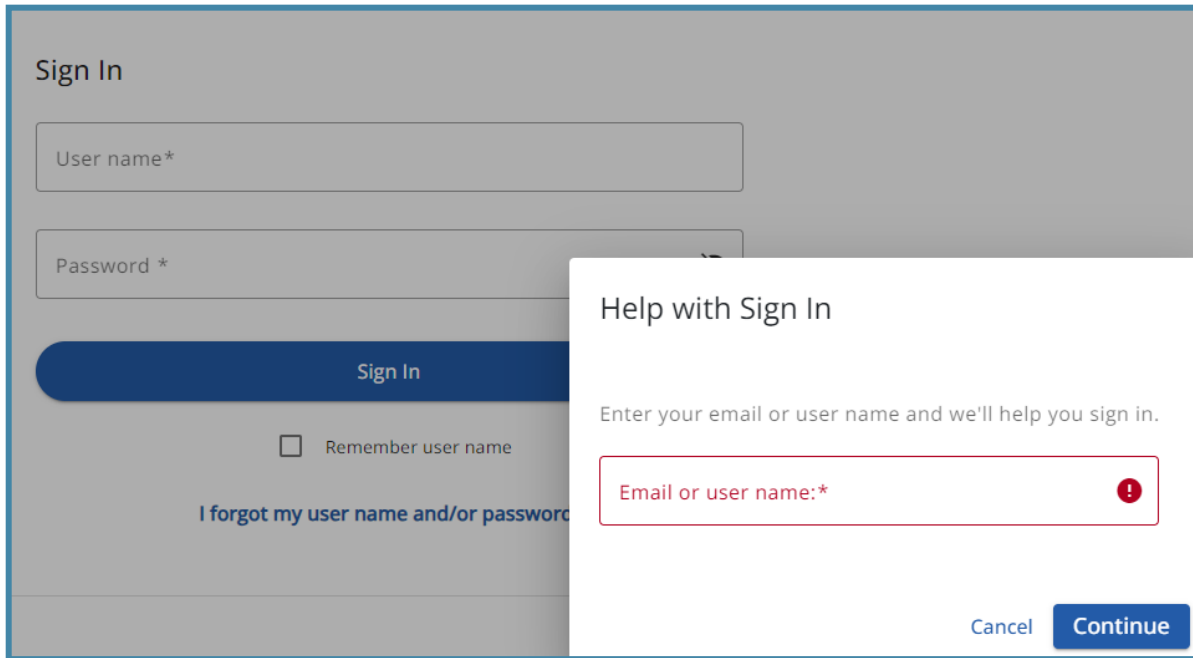




Retrieve Username or Reset Password

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

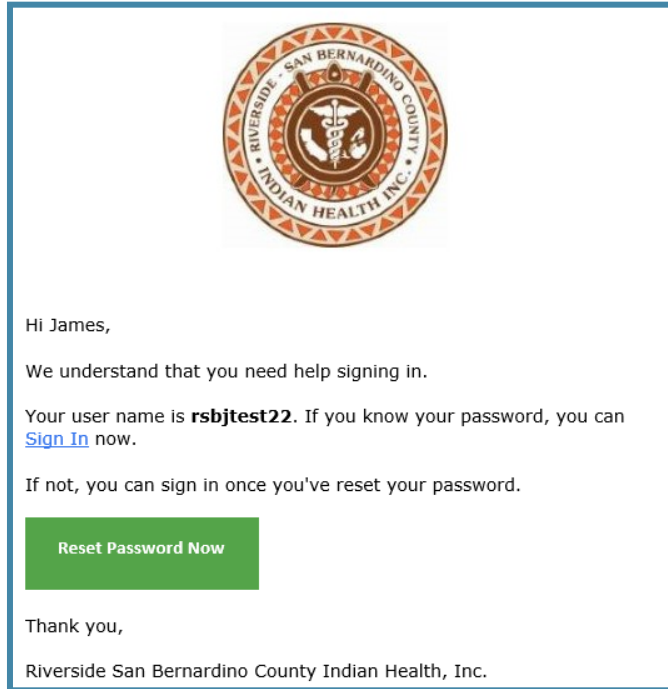
1. Click on the I forgot my user name and/or password link on the sign in page
2. Type in the email address or username and click Continue





Retrieve Username or Reset Password

You will receive an email with your user name and a button to reset your password if needed. Otherwise, click the Sign In link and enter username and password.



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

