



NextGen® Patient Portal

Patient FAQ's

What is a patient portal?

The patient portal is a secure website that allows patients to manage their healthcare and communicate with their healthcare team.

Why activate my patient portal account?

The portal offers many benefits to patients. Patients can view appointments, review prescription medications and communicate directly with their care team. Patients can also access their health records and view visit summaries.

What kind of health records will be accessible through the patient portal?

Patients will have access to their visit summaries, test results, immunization records, prescription medications and appointment history.

What can I do with my health record?

The patient's health record can easily be viewed, downloaded or shared.

Is the patient portal secure?

Yes, the patient portal is HIPAA compliant, which means that your personal information is securely stored and protected by encryption.

How can I access the patient portal?

Once a patient has enrolled and created a portal account they can access it from our website at www.rsbcih.org. The portal is also accessible from their enrollment email.

How do I create a patient portal account?

Step 1:

Provide your email address to our Patient Registration staff to receive your portal enrollment invitation

Step 2:

Create a username and password to set up your portal account

Step 3:

Log in to view your health record information

Patient FAQ's

What if I didn't receive an enrollment invitation?

Please contact the Patient Registration or Medical Records (HIM) department at your clinic.

How can I contact my care team through the portal?

You can easily message your care team through the "Messages" tab on the portal. You can send messages and view care team replies through the message Inbox.

Why are reports not available when I select the visit?

Radiology results, lab results and provider notes are available within 3 business days after the provider has received and signed off on the report.

What if I notice if there is incorrect information in my portal account?

Please discuss any concerns that you have about your portal account information with your healthcare provider.

I would like to access a portal account for my child, is this possible?

Portal accounts are currently not available for patients younger than 18 years old. Please contact the Medical Records department if you have any questions.

What if I forgot my username and/or password?

You can reset your username and/or password by clicking the "forgot username and/or password" link located under the portal sign in button. You will need to answer your

What if I forgot my security question to reset my password?

If you forgot your username and/or password and don't know the answer to your security question, please contact the HIM department at your clinic.

Where can I get more information?

Patients can contact one of the following departments; Medical Records (HIM), QM, Patient Services or the Patient Advocate at their clinic. You can call any of our clinic locations and ask to be transferred to extension 4845.