

## Patient Portal [Results](#)

Patients will have direct access to Lab test results done by RSBCIHI lab or clinic.

Lab results can be viewed on the Health Record Clinical Summaries under "Results"

Any lab results that have not been seen or signed off by the Doctor will not display.

Abnormal results will display in RED.

## Patient Portal [Medications](#)

- Refill requests are not available through the patient portal but patients will be able to view medication list and instructions on process to obtain a refill.
- Questions regarding Medications prescribed can be managed via patient portal by sending a message to your Medical team

Example: "I don't remember how to take my medication."

Nurse or Doctor will respond with information or will call you directly on the matter.

## Patient Portal [Access](#)

All RSBCIHI registered patients with provided email address will be auto-enrolled into the Patient Portal

Patients 18 years and older– access to their own record

Patients 0-17 years old– no access to the patient portal at this time. Access will be coming soon.

Patients 12-17 years old– access will be restricted to ensure compliance with MINOR PRIVACY LAWS. Records will need to be requested with the Medical Records department.

## Patient Portal [Login/Reset](#)

Riverside San Bernardino County Indian Health, Inc.

Sign In

User name

Password

Sign In

Remember user name

[I forgot my user name and/or password.](#)

**For assistance with our Patient Portal call your clinic and ask for ext. 4845**

or please contact:

- HIM (Medical Records) department,
- QM (Quality Management) department,
- Patient Services or Patient Advocates

## RIVERSIDE SAN BERNARDINO COUNTY INDIAN HEALTH, INC

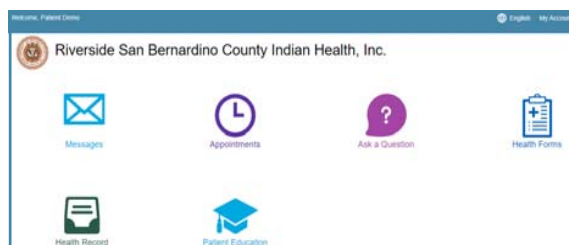


## WHAT TO EXPECT AS A PATIENT OF RSBCIHI

At Riverside San Bernardino County Indian Health, Inc. we are pleased to offer an interactive patient portal that helps you take control and access medical information at your convenience.

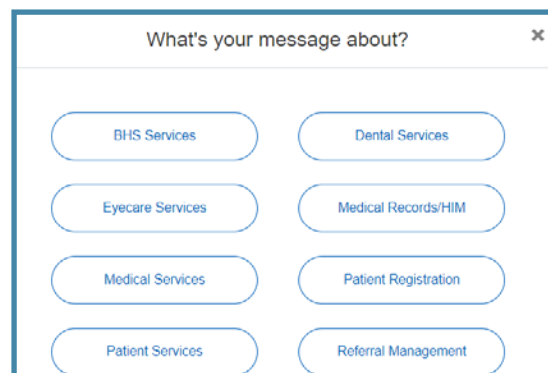
- Review your Medication List
- Review your Lab Results
- Review Your Patient Plan (Summary) from Recent Medical Visit
- Securely message your Medical Team (Receptionist/Doctor/Nurse) and other Clinical Service teams
- Request an Appointment, view Past and Future appointments
- Receive important information/ news from Indian Health clinics
- Patient Forms

## Patient Portal [Home Page](#)



- **Messages**– Inbox of communication with our healthcare teams available on the patient portal
- **Appointments**– Upcoming scheduled and past appointments with our clinic will display
- **Ask a Question**– send questions to BHS, Medical, Eye Care, Patient Registration, Patient Services, Medical Records and Referral Management
- **Health Forms**– complete clinic forms prior to visits
- **Health Record**– clinical summaries of patient visits
- **Patient Education**– link to website with information on conditions and health topics with the option to search for any health concern/term

## Patient Portal [Ask a Question](#)

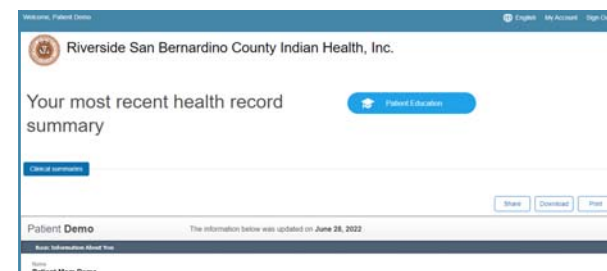


### Categories

- \* **BHS Services**  
Questions regarding BHS services
- \* **Dental Services**  
Questions regarding Dental services
- \* **Eye Care Services**  
Questions regarding Eye Care services
- \* **Medical Records/ HIM**  
Questions regarding what is in your record or request full medical record
- \* **Medical Services**  
Questions to Medical Team will be handled by full Medical Team (receptionist, Medical Assistant, Registered Nurse RN, or Provider when applicable).
- \* **Patient Registration**  
Questions related to your demographics, registration status or updating information
- \* **Patient Services**  
Questions regarding insurance status or screening for insurance

**Urgent matters should not be handled via the Patient Portal, contact your clinic for assistance**

## Patient Portal [Health Record](#)



Patients can view information from their Medical Record. The information is only what has been documented with RSBCIHI.

The following is compiled by sections:

- Demographics
- Allergies
- Medications
- Problems/Conditions
- Results
- Immunizations
- Procedures
- Social History
- Family History
- Instructions
- Referral Reason
- Plan of Treatment
- Goals

Contact the Medical Team for any questions regarding the information displayed in the summary. Contact Medical Records for any errors or incorrect entries in the summary.