

Riverbend Family Medicine

1420 Grove Street, Suite 200, Riverbend, ST 58021
Main 555-0130 · Nurse line 555-0131 · Fax 555-0132
Mon–Thu 7:30a–5:30p · Fri 7:30a–4:00p · Closed 12:00–1:00p

PATIENT INSTRUCTIONS

Document
Patient portal quick guide
Owner
Practice Manager / IT
Version
5.1 · Effective 04/2027
Portal help
555-0130, option 4

Using the Patient Portal

Signing up, what each area does, how fast to expect a reply, and what the portal should never be used for

NEVER USE THE PORTAL FOR AN EMERGENCY

Portal messages are read during business hours only. For chest pain, difficulty breathing, severe bleeding, stroke symptoms, or any life-threatening concern, call 911.

PORTAL ADDRESS portal.riverbendfamily.example	SIGN-UP CODE Mailed after your first visit	MESSAGE HOURS Mon–Fri 8:00a–4:30p	STANDARD REPLY TIME 2 business days
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SETTING UP YOUR ACCOUNT

- 1. Find the activation code on the after-visit summary you received, or call 555-0130 option 4 to have one sent.
- 2. Go to portal.riverbendfamily.example and select **Create account**.
- 3. Enter the activation code, your date of birth, and the ZIP code we have on file. All three must match your chart exactly.
- 4. Create a password you do not use for any other account, and save it in a password manager.
- 5. Turn on two-step verification. This is the single most effective way to protect your health information.
- 6. Add a phone number and an email address so we can reach you if the portal is unavailable.

If the three identifiers do not match, the system will not tell you which one is wrong. Call the portal help line instead of guessing.

WHAT EACH AREA DOES AND HOW FAST TO EXPECT A RESPONSE

AREA	USE IT FOR	DO NOT USE IT FOR	RESPONSE TIME
Messages	Non-urgent questions for your care team, clarifying instructions, updating us on a stable condition	New or worsening symptoms, urgent concerns, anything time-sensitive	2 business days
Test results	Viewing labs and imaging reports as soon as they are released, plus your clinician's comment when one is added	Interpreting a result on your own before your clinician has reviewed it	Released automatically; comment within 3 business days
Prescription renewals	Refilling an existing medicine you have taken before	A new medicine, a dose change, or a controlled substance	3 business days
Appointments	Scheduling, rescheduling, and canceling routine visits	Same-day or urgent appointments — call 555-0131 instead	Immediate for open slots
Forms and documents	Downloading visit summaries, immunization records, and completed forms	Requesting a complex form the same day	5 business days
Billing	Viewing statements, paying a balance, setting up a payment plan	Disputing an insurance decision — contact your plan	2 business days

ABOUT SEEING RESULTS BEFORE YOUR CLINICIAN CALLS

Most laboratory and imaging results are released to the portal automatically as soon as they are finalized. You may therefore see a result before anyone from our office has reviewed it or contacted you.

- A value flagged high or low is not automatically a problem. Reference ranges are statistical, and many people fall slightly outside them.
- A single result is interpreted alongside your history, your medicines, your symptoms, and your previous results.
- If a result needs action, we will contact you.
- If you are worried before you hear from us, send a portal message or call the nurse line.

PROXY ACCESS FOR FAMILY AND CAREGIVERS

RELATIONSHIP	WHAT IS REQUIRED	WHAT ACCESS IS GRANTED
Parent or guardian of a child under 12	Proof of guardianship	Full access to the child's record
Parent of an adolescent 12–17	Proof of guardianship and state rules	Limited access; some categories are restricted by law
Caregiver of an adult	Written authorization signed by the patient	Only the categories the patient selects
Healthcare agent	Copy of the legal document	As specified in the document

Proxy access is set up at the front desk, not online.

KEEPING YOUR ACCOUNT SECURE

- Use a unique password and turn on two-step verification.
- Do not share your login with anyone. Request proxy access instead so each person has their own.
- Sign out completely on shared or public computers.
- We will never email or text you asking for your password. Report any message that does.
- Tell us right away if you lose the phone or device you use for verification.

FICTIONAL SPECIMEN. The portal address, activation process, response times, proxy rules, and security features described here are invented for demonstration only. They do not describe any real patient portal, any real practice policy, or any real legal requirement.