

My Healthy Connection Patient Quick Start Guide

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Welcome to My Healthy Connection

My Healthy Connection provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From My Healthy Connection, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- More options are available to help you participate in your health care.

Sign up for a My Healthy Connection (MHC) account

To sign up for My Healthy Connection, you must be at least 18 years old. There are several different methods of My Healthy Connection signup that might be used by different departments across the organization:


- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a My Healthy Connection activation code on your After Visit Summary.
- You might receive a text or email with an activation code when you come in for a visit.

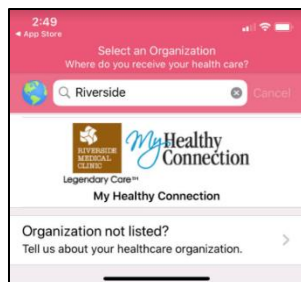
Download the My Healthy Connection Mobile App

If you want to sign up for My Healthy Connection on your cell phone or another mobile device, download the mobile app on your phone first.

1. On your mobile device, open the **Apple App Store** (if you have an iOS device) or the **Google Play Store** (if you have an Android device). Look for one of the following icons to find the app store on your device:



2. Search for **My Healthy Connection** (if you get no results search for **MyChart** instead). Look for the following logo to make sure you have the right app: .
3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Accept the **Licensed Application End User Licence Agreement**.
6. Select **Riverside Medical Clinic My Healthy Connection** from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.



7. After you've found your healthcare organization, follow the next steps to sign up for an account.

Use your activation code to sign up

1. From the My Healthy Connection login page, click **Sign up Now** in the New User? Section.
2. Enter your activation code and other personal verification items, your date of birth and Zip Code. Click **Next**.
3. On the next page, choose the following:
 - **My Healthy Connection username.** This should be something that others wouldn't be likely to guess but easy for you to remember (Ex. E-mail address), it cannot be changed at any time.
 - **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be at **least eight characters** and must be different from your My Healthy Connection username. Choose a password that you don't use for other websites.
4. On the next page, choose whether you want to receive a notification message in your personal email (patient must enter a valid email address) or text (patient must enter a valid mobile number) when there is new information available in your My Healthy Connection account. If you opt to receive email alerts, enter your email address and enter phone number for the text alerts.

Log in to My Healthy Connection

1. In your web browser, enter <https://myhealthyconnection.riversidemedicalclinic.com> and access the login page.
2. Enter your My Healthy Connection **username** and **password**, and click **Sign In**.
3. If 2 Step Authentication is setup you will receive **verify identity window** to receive a code in your email or by text message.
4. Select how you want to receive the code by either clicking **SEND TO MY EMAIL** or **TEXT TO MY PHONE**.



5. Locate the code that was sent on your phone or email, enter code provided.
6. Place a ✓ check in **This is a private device, skip this step next time**, (by doing this you will not need to do the 2 step Authentication next time you use that specific device).
7. Click **Next**.

It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.

- 1 We'll send a code to your email or phone.
- 2 When you receive the code, enter it on the next screen.
We've sent you a security code. Please enter it in the box below.
- 3 Once we verify your identity, you will be signed into My Healthy Connection.

Enter Code **5**

7 NEXT CANCEL

Didn't receive the code?
If you haven't received the code within a few minutes, we can send it to you again.

6 SEND TO MY EMAIL TEXT TO MY PHONE

This is a private device; skip this step next time.

What if I forget my My Healthy Connection username or password?

1. Click the **Forgot Username? Or Forgot Password?** Link below the login fields for assistance (to be able to do this patient must have a valid email address in their chart).
 - Username recovery, you will be prompted to enter First Name, Last Name, Date of Birth and Zip code.
 - Password Recovery, you will be prompted to enter your username, date of birth and Zip code.
 - If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated and you'll need to contact My Healthy Connection help desk at 951-321-6557.

RIVERSIDE MEDICAL CLINIC My Healthy Connection

Announcement for All Riverside Medical Clinic Patients
Riverside Medical Clinic Introduces Video Visits*
To help curtail the spread of the COVID19 Coronavirus, and to ensure our patients can continue to receive the health care they need, we now offer Video Visits for our Patients.

How Does It Work?

- Patients who currently have an appointment may be contacted. If you agree to a Video Visit, a link to Video Visit will be sent to you. Just follow the instructions.
- For future appointments, when the appointment is made, depending on purpose of visit, you may be offered a Video Visit. If you accept, our staff will guide you on the process.
- These are options. If you prefer, you may still visit our clinics and see your provider.

What You Need

- Email access
- Good internet access
- Computer or smart phone with camera, speaker and a microphone

Thanks for using My Healthy Connection.
You have been logged out.

My Healthy Connection Username

Password

1 Forgot Username? Forgot Password?

New User?

SIGN UP NOW

My Healthy Connection Homepage

The homepage of My Healthy Connection provides patient access to:

1. Menus on the top of the screen which allows them to access features of My Healthy Connection.
2. Alerts inform patient(s) of any preventive care issues due, new test result or new messages from provider. Clicking on the alert takes you directly to the feature where you can address it.
3. Quick Links access the most commonly used features of My Healthy Connection.
4. To Do List contains overdue reminders of health issues, any upcoming test and appointments.

The screenshot shows the My Healthy Connection homepage. At the top left is the logo for 'My Healthy Connection' with a 'Summer' banner and a red circle with the number '1' next to it. To the right of the logo is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Profile, with a 'Log Out' link on the far right. Below the navigation bar is a 'Welcome!' section with a red circle with the number '2' next to it. This section contains a list of alerts, each with an icon and a brief description. To the right of the 'Welcome!' section is a 'Quick Links' sidebar with a red circle with the number '3' next to it, containing links for 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', 'View billing summary', 'Share your record', and 'Manage my pharmacies'. Below the 'Welcome!' section is a 'To Do' section with a red circle with the number '4' next to it. This section includes 'Overdue health reminders' with a list of items like 'Pap Smear' and 'MRI BREAST BILATERAL WO CONTRAST', and a calendar for June 2020 showing a 'TELECHECK-IN' button for the 22nd. At the bottom right is a 'Care Team' section with a profile for 'Physician RMC Ambulatory, MD Internal Medicine'.

Health

View your test results

With My Healthy Connection, you can view test results as soon as they become available if they are normal, rather than waiting for a phone call or letter from your physician.

1. To view test results, go to **Health > Test Results**. Select a test to see more information about it.
2. If you're looking for a specific result, enter key words in the **search field** on the Test Results page.
3. Select the result you would like to review.

The screenshot shows the My Healthy Connection interface. At the top, there's a navigation bar with 'Health' selected. Below it, a 'Test Results' section is visible. A search field is present with a magnifying glass icon. A list of test results is shown, including 'CBC', 'LIPID PANEL', and 'Ultrasound of brain'. The 'Ultrasound of brain' result is bolded and has a red circle 'a' next to it. A dropdown menu is open under 'Health', showing options like 'What's in My Record?' and 'Medical Tools'. The 'Test Results' option in the dropdown is highlighted with a red circle '1'. The search field is highlighted with a red circle '2'. The 'CBC' test result is highlighted with a red circle '3'.


Note: If the test is bolded, it indicates that you have not viewed the result or the provider comments.

4. Double click the test name to view the results.
 - a. The result values(s) and standard range for the result. Any additional comments your provider entered about the result

The screenshot shows the 'POCT PERFORM URINE DIPSTICK - Details' page. It has a navigation bar with 'Details', 'Past Results', and 'Graph of Past Results'. Below the navigation bar, there's a table of component results. The table has three columns: 'Component', 'Your Value', and 'Standard Range'. The 'Your Value' column is highlighted with a red circle 'a'.

Component	Your Value	Standard Range
Color, UA	Yellow	Light Yellow, Yellow
Clarity, UA	Clear	Clear
Glucose, UA	1+	Negative
Bilirubin, UA	1+	Negative
Ketones, UA	1+	Negative
Specific Gravity, UA	1	1.005 - 1.03
Blood, UA	1+	Negative

Receive email or text messages when new results are available

1. Go to **Profile > Communications**.
2. Expand the Test Results & Medication section.
3. Select a notification option next to Test Result.
 - a. The  blue icon means that option is enabled.
4. Update your email address and mobile phone number if needed at the bottom of the page by clicking Edit.
5. Click **SAVE CHANGES** to apply.

My Healthy Connection Summer Health Visits Messaging Billing Resources Profile

Communication Preferences

Choose how you would like to receive My Healthy Connection notifications.

Preferences & Info Account Settings
Personalize Security Settings
Communications Link My Accounts
Personal Information
Other Preferences

- Appointments & Questionnaires
Earlier appointment times, appointment updates, pre-appointment tasks, questionnaires, and wait list offers
- Messages & Documents
New messages, letters, after-visit summaries, and requested medical documents
- Test Results & Medications**
New test results and filled prescriptions
 - End-of-Life Planning
 - Health Maintenance Reminder ⓘ
 - Medical Document Request ⓘ
 - Prescription Ready ⓘ
 - Research Study Invitation ⓘ
 - Test Result ⓘ**
- Billing & Payments
New statements, billing letters, payment reminders, new insurance premium invoices, and expired payment methods
- Questionnaires
Alerts when questionnaires are available or due.
- Account Management
Receive alerts about account updates.

Apply to all records I can access

SAVE CHANGES

This is your contact information that we will use to deliver notifications. If you want to make any changes to this information, please allow 24 hours for our clinic staff to update this information in your medical record.

Contact Information

1234 Epic Way
RIVERSIDE CA 92506
Going somewhere for a while?
[Add a Temporary Address](#)

951-555-0000
951-555-0000
Not entered
test.test@rmcps.com

EDIT

Manage your medications

View your current medications

Go to **Health > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

1. Request a medication refill.
2. Remove a medication you're no longer taking by clicking **Remove** and then adding comments about why you're no longer taking that medication.
3. Add a new medication by clicking **Add a Medication** and then adding comments about why you're taking the new medication.

Note: Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

4. Go to Manage My pharmacies, allows you to add a new pharmacy for medications to be filled.

The screenshot displays the 'MyHealthy Connection' interface. At the top, there's a navigation bar with icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. The 'Medications' section is active, showing a 'REQUEST REFILLS' button (1) and a 'Go to Manage My Pharmacies' link (4). Below this, a medication entry for 'ibuprofen 800 MG tablet' is shown, including its common name 'MOTRIN', a 'Learn more' link, and instructions: 'Take 1 tablet by mouth every 6 (six) hours as needed for pain. No refills remaining'. Prescription details include 'Prescribed September 23, 2019' and 'Approved by Brian Paul Boynton, MD'. Refill details show 'Quantity 90 tablets'. There are 'Request Refill' (2) and 'Remove' buttons. A '+ ADD A MEDICATION' button (3) is also visible. At the bottom, the 'Medications You Asked to Be Added' section lists 'AMOXIL (amoxicillin) 125 MG/5ML Susr' with a 'Remove' button.

View a summary of your health information

To get a summary of your medical record, go to **Health > Health Summary**. This summary includes:

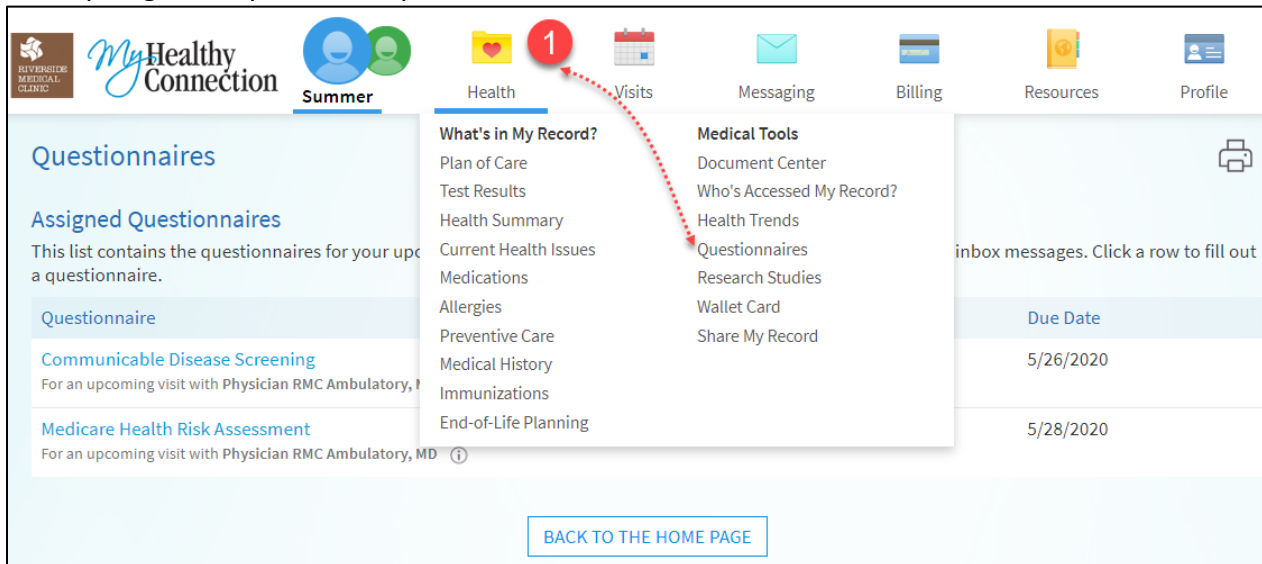
- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care

Respond to questionnaires from your clinic

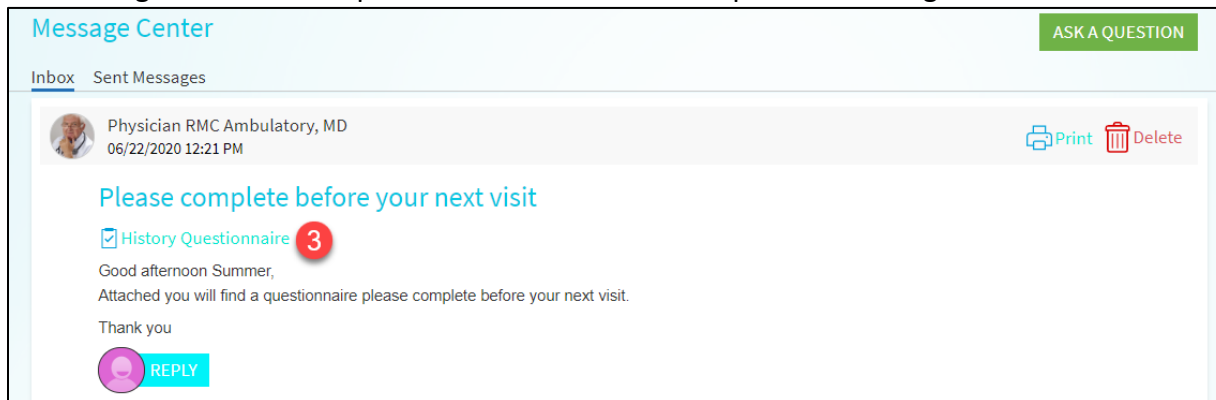
Riverside Medical Clinic might make questionnaires available from My Healthy Connection so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

1. Open generally available questionnaires from **Health > Questionnaires**.



2. If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
3. If your doctor sends you a My Healthy Connection message with an attached questionnaire, open the message and Click the questionnaire link near the top of the message.



4. If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

Messaging

View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Messaging > Message Center**).

Note: If you're looking for a specific message, enter key words in the search field on the Inbox page.

Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Messaging > Ask a Question**.
2. Click **New Medical Question**.
3. Choose a **Recipient** from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
4. Select a **Subject** (Ex. Non-Urgent Medical Question, Test question).
5. Type the question you want to ask.
6. Attach an **Image** of the issue you are having (Ex. rash)
7. When you are finished, click **Send**.

Someone at your clinic should respond to you within two business days. If you've opted to receive notification for new messages in your My Healthy Connection account, you'll receive a message or push notification letting you know that the clinic has responded to your request.

The screenshot shows the 'Ask a Question' form in the My Healthy Connection interface. The form is titled 'Ask a Question' and includes a warning: 'Please call 911 if you have an emergency'. There are three main sections: 'New Medical Question', 'Customer Service Question', and 'Refill'. A modal window is open over the 'New Medical Question' section, containing the following elements:

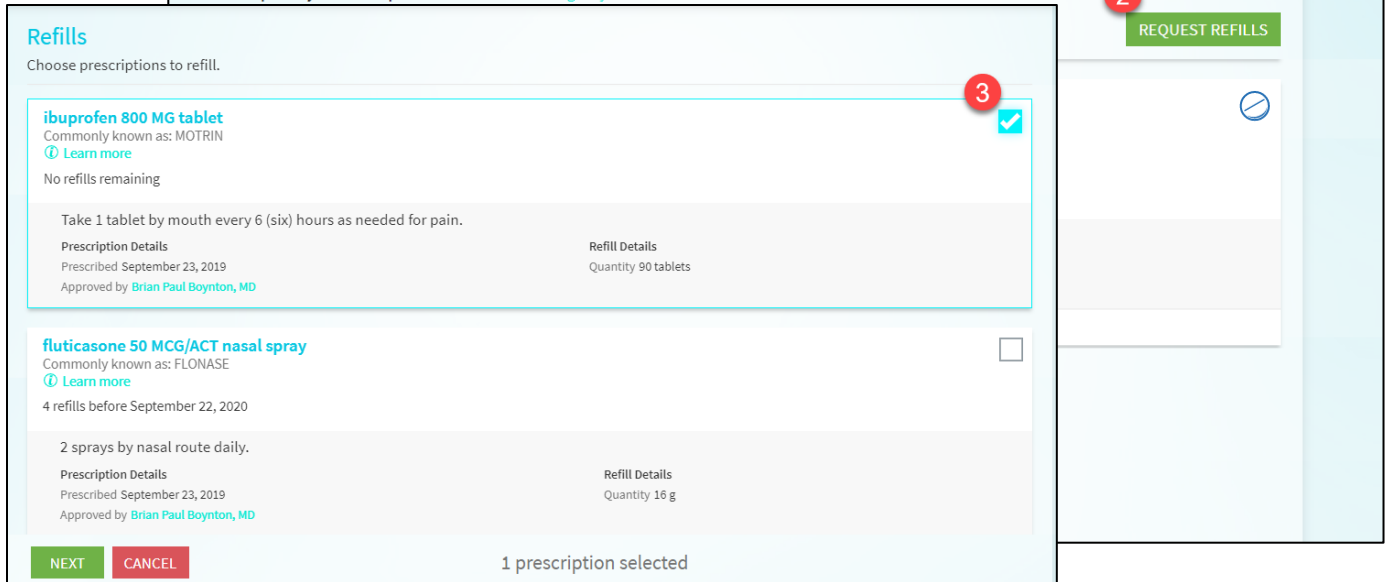
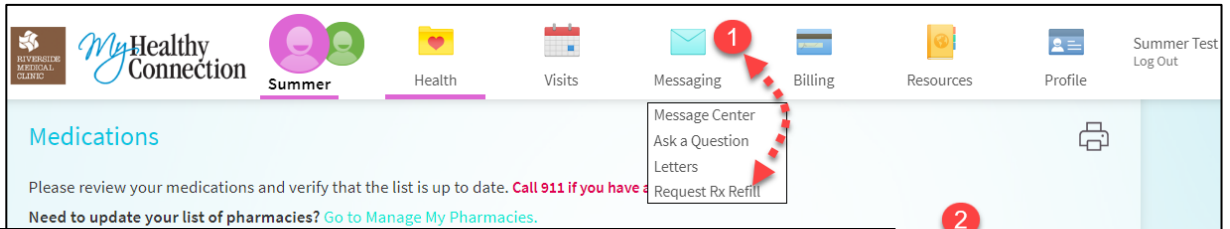
- 1. A red circle with the number '1' is positioned above the 'Messaging' tab in the top navigation bar.
- 2. A red circle with the number '2' is positioned above the 'Ask a Question' link in the 'Message Center' dropdown menu.
- 3. A red circle with the number '3' is positioned above the recipient dropdown menu, which is currently set to 'Ambulatory, Physician Rmc, MD'.
- 4. A red circle with the number '4' is positioned above the subject dropdown menu, which is currently set to 'Non-Urgent Medical Question'.
- 5. A red circle with the number '5' is positioned above the text input field for the question.
- 6. A red circle with the number '6' is positioned above the 'ATTACH AN IMAGE' button.
- 7. A red circle with the number '7' is positioned above the 'SEND' button.



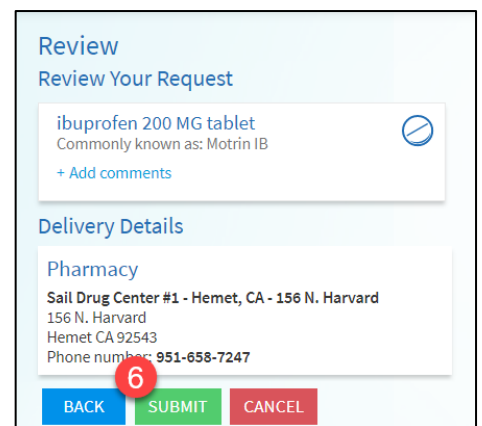
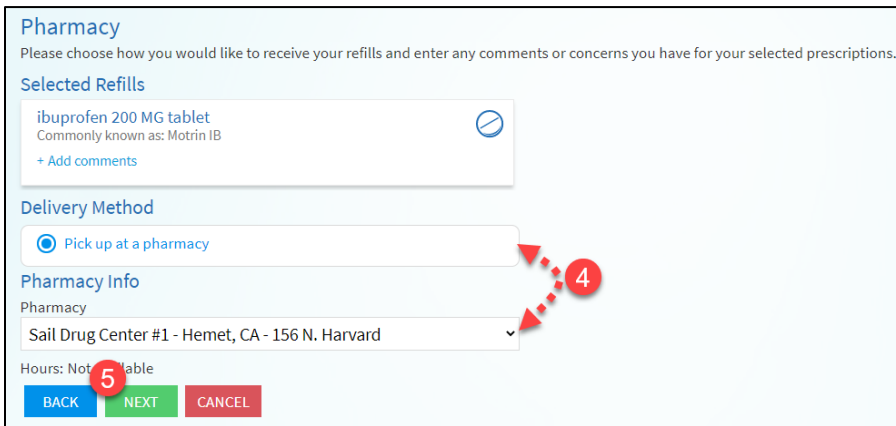
To view a message after you've sent it, go to **Messaging > Message Center** and select the **Sent Messages** tab. Messages that have an eye icon have not yet been read by clinic staff.

Request a Medication Refill

1. Select **Messaging** menu option, click **Request Rx Refills**.
2. Click **Request Refill** Button.
3. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.



4. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable.
5. Click **Next**.




6. Review the details of your refill request and click **Submit**.

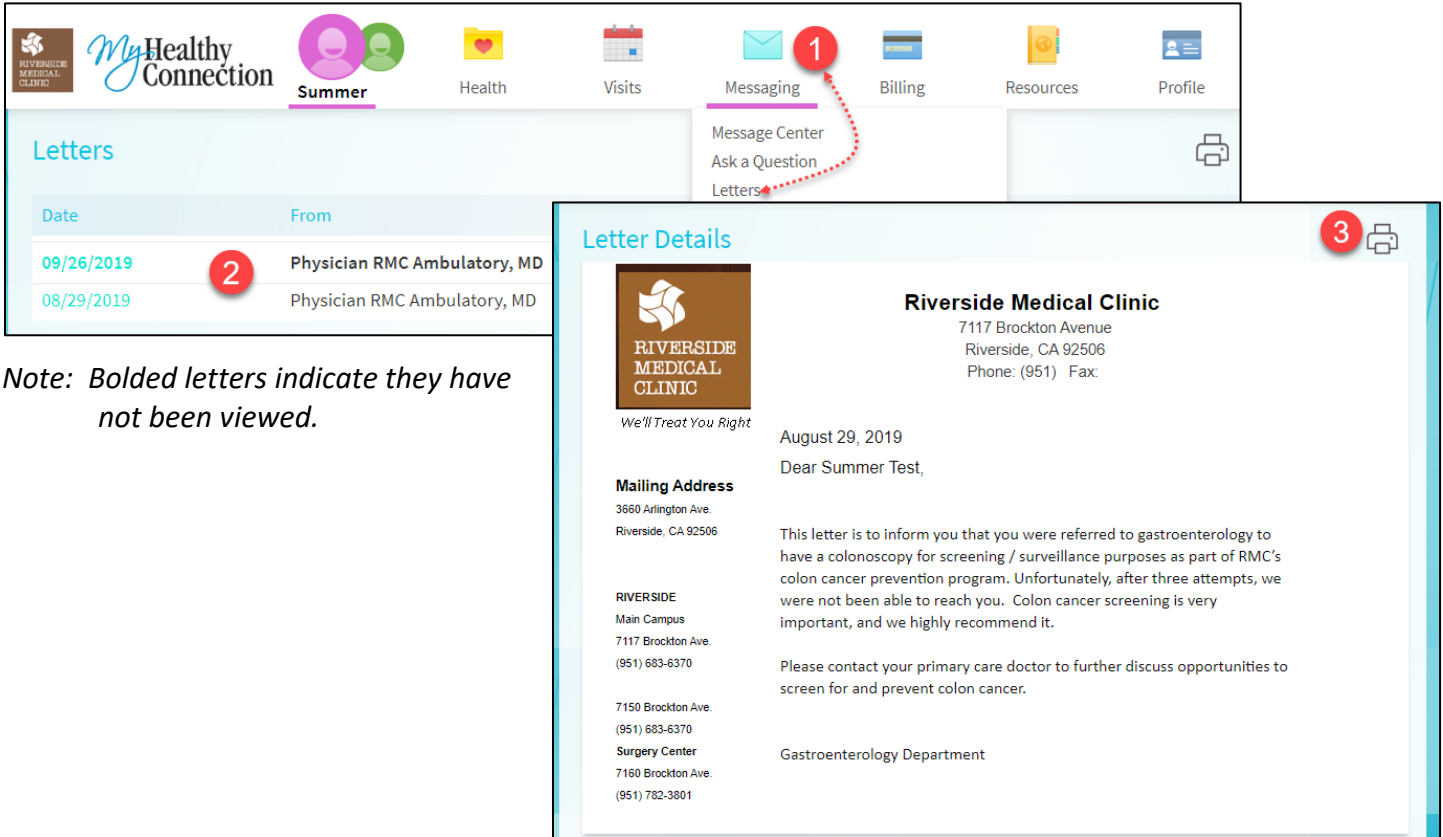
You will receive a message in your My Healthy Connection Inbox when your prescription refill is processed.



You can request refills only for prescriptions that were prescribed by Riverside Medical Clinic providers. If you need a medication refill for a prescription at an external provider you'll have to contact that pharmacy to request a refill.

View Letters


1. Go to **Messaging > Letters**
2. Select the letter you want to see double click to open.
3. To open a printer-friendly summary of the letter, click .



The screenshot shows the MyHealthy Connection interface. At the top, there are navigation tabs for Health, Visits, Messaging (with a red '1' notification), Billing, Resources, and Profile. Below these is a 'Letters' section with a table of letters. The table has columns for 'Date' and 'From'. Two letters are listed: one dated 09/26/2019 and another dated 08/29/2019, both from 'Physician RMC Ambulatory, MD'. A red '2' is next to the 08/29/2019 entry. A red '3' is next to a printer icon in the top right of the letter details view.

Date	From
09/26/2019	Physician RMC Ambulatory, MD
08/29/2019	Physician RMC Ambulatory, MD

Letter Details


RIVERSIDE MEDICAL CLINIC
We'll Treat You Right

Riverside Medical Clinic
7117 Brockton Avenue
Riverside, CA 92506
Phone: (951) Fax:

August 29, 2019
Dear Summer Test,

This letter is to inform you that you were referred to gastroenterology to have a colonoscopy for screening / surveillance purposes as part of RMC's colon cancer prevention program. Unfortunately, after three attempts, we were not been able to reach you. Colon cancer screening is very important, and we highly recommend it.

Please contact your primary care doctor to further discuss opportunities to screen for and prevent colon cancer.

Gastroenterology Department

Mailing Address
3660 Arlington Ave.
Riverside, CA 92506

RIVERSIDE
Main Campus
7117 Brockton Ave.
(951) 683-6370

7150 Brockton Ave.
(951) 683-6370

Surgery Center
7160 Brockton Ave.
(951) 782-3801

Note: Bolded letters indicate they have not been viewed.

Visits

View your past or upcoming appointments

1. You can view your past or future appointments by going to **Visits > Appointments and Visits**. Select a scheduled future appointment or click **Details** to see info such as:
 - a. The date, time, and location of the visit
 - b. Confirm appointment, this lets staff know you don't need a reminder phone call.
 - c. Directions to your clinic

The screenshot shows the 'Appointment Details' page. On the left, there is a summary of the appointment: 'MHC Office Visit with Physician RMC Ambulatory, MD' on 'Tuesday May 26, 2020' at 'Main Adult Medicine' (7117 BROCKTON AVE, RIVERSIDE CA 92506). A red box highlights the date and time, with a red circle 'a' next to it. Below this, there is a red circle 'c' pointing to the 'Directions for Main Adult Medicine' link. On the right, there are two green buttons: 'CONFIRM' (with a red circle 'b') and 'ECHECK-IN'. Below these buttons, there is a section for 'Get ready for your visit!' with instructions to 'Let staff know you don't need a reminder call.' and 'Save time by completing eCheck-In ahead of time.' There is also a link to 'Get on the Wait List' and a detailed directions section.

Completing E-Check-In

2. If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:
 - a. Verify or update demographics information.
 - i. Click the Edit button to change anything
 - ii. Place a v on This information is correct for next to become active.
 - iii. Click Next.

The screenshot shows the 'eCheck-In' process. At the top, there is a progress bar with five steps: 'Personal Info', 'Insurance', 'Payments', 'Travel History', and 'Questionnaires'. The 'Personal Info' step is currently active. Below the progress bar, there are two main sections: 'Contact Information' and 'Details About Me'. The 'Contact Information' section includes fields for address (222 STATE ST, MURRIETA CA 92562), phone numbers (951-555-0000, 210-409-6921), and email (test.test@rmcps.com). A red circle 'a' is next to the 'Contact Information' header. The 'Details About Me' section includes fields for Preferred Name, Gender Identity, Sexual Orientation, Religion, Legal Sex (Female), Sex Assigned at Birth (Not entered), Marital Status (Married), and a missing field. A red circle 'i' is next to the 'Details About Me' header. At the bottom, there is a checkbox 'This information is correct' with a red circle 'ii' next to it, and a 'FINISH LATER' button with a red circle 'iii' next to it. There is also an 'EDIT' button next to the 'Details About Me' section.

- b. Verify or Update Insurance and Verify guarantor information.
 1. Verify Guarantor by answering the two questions.
 2. Update or **Remove Coverage**
 3. Add a **new coverage**
 4. Place a v on **This information is correct** for next option to become active.
 5. Click **Next**.

eCheck-In

Insurance Payments Health Issues Allergies Medications Travel History Questionnaires

Responsibility for Payment

Test, Summer
1234 Epic Way
RIVERSIDE CA 92506
951-555-0000

*We have this person on file to pay for costs not covered by insurance. Is this information correct?
Yes No

*Would you like to use insurance to pay for this appointment? ⓘ 1
Use insurance Do not bill insurance

Insurance on File

lehp
Hmo Sr Mm Cmc

Subscriber Name	Subscriber Number
Test, Summer	20191111111
Group Number	
16460754	

Update coverage 2

Remove coverage 4

This information is correct 5

NEXT FINISH LATER

+ ADD A COVERAGE 3

- c. Pay visit copays and make outstanding balance payments in the Payments section.
 - i. Place a v on **the amount due**, other amount or Pay outstanding balances later.
 - ii. Click **continue**.

Personal Info Insurance **Payments** Travel History Questionnaires

Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.

Your Outstanding Physician Balances

Account #277623

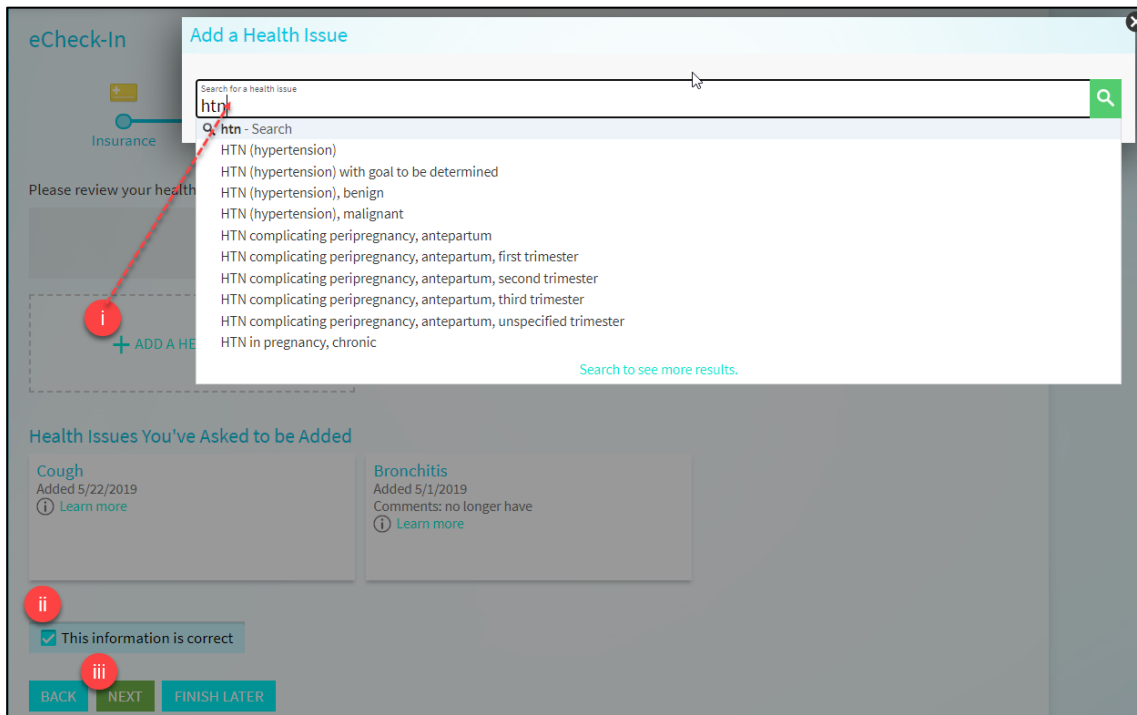
\$77.00 (Amount due)

Other amount

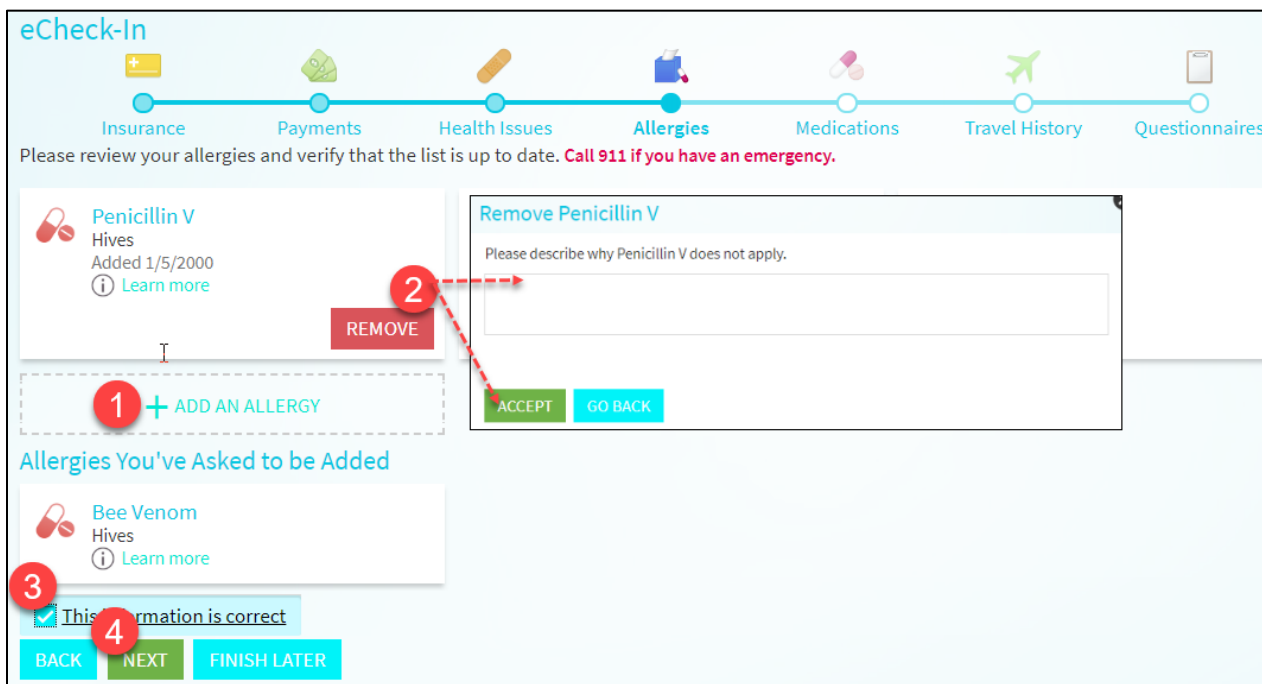
Pay outstanding balances later


BACK CONTINUE FINISH LATER

- d. Verify or update current health issues.
 - i. To add a health issue click + and search for the issue.
 - ii. Place a v on **This information is correct** for next option to become active.
 - iii. Click **Next**.



- e. Verify, update or remove Allergies.
 1. To add an allergy issue click + and search for the allergy
 2. To remove click Remove, enter reason why and click accept
 3. Place a v on **This information is correct** for next option to become active.
 4. Click Next.



- f. Verify, update or remove medications
 1. To remove a medication click  **Remove**, enter reason and click accept.
 2. To add a medication click **+ Add A Medication**, search for the medication and enter start date and click Accept.
 3. Verify or update the pharmacy.

4. Place a ✓ on **This information is correct** for next option to become active.
5. Click Next.

- g. Answer appointment-related Travel History Questionnaire.
 - i. to document travel click **ADD A TRIP**, search for the destination.
 - ii. Place a ✓ on **This information is correct** for next option to become active.
 - iii. Click **Next**.

a.

- h. Answer appointment-related communicable Disease Screening.
 - I. Answer question to the best of your knowledge.
 - II. Click Continue.
 - III. Click **Submit**.

Communicable Disease Screening

For an upcoming appointment with **Physician RMC Ambulatory, MD** on 6/22/2020

* Indicates a required field.

* Do you have any of the following symptoms?
Select all that apply.

- None of these
- Abdominal pain
- Bruising or bleeding
- Chills
- Cough
- Diarrhea
- Fever
- Joint pain
- Loss of smell
- Loss of taste

* In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?



Yes

ii

Communicable Disease Screening

For an upcoming appointment with **Physician RMC Ambulatory, MD** on 6/22/2020

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.





Question	Answer
Do you have any of the following symptoms?	None of these 
In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus / COVID-19?	No / Unsure 

iii

- 3. For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View notes**.

Past Visits

Last 3 Months

<p>MAY Letter (Out)</p> <p>19 2020</p> <p> View After Visit Summary®</p>	<p>MAY Letter (Out)</p> <p>19 2020</p> <p> View After Visit Summary®</p>
<p>MAY Office Visit</p> <p>18 2020</p> <p>Brian Paul Boynton, MD Main Ear Nose Throat</p> <p> View After Visit Summary®</p>	<p>MAY Office Visit</p> <p>11 2020</p> <p>Brian Paul Boynton, MD Main Ear Nose Throat</p> <p> View After Visit Summary®</p>

Schedule an appointment

To schedule an appointment, go to **Visits** Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Schedule an Appointment page.

1. Go to **Visits > Schedule an Appointment**.
2. Select the provider with whom you want to schedule an appointment.
3. Select a reason for the visit.

The screenshot displays the MyHealthy Connection website interface for scheduling an appointment. At the top, the navigation bar includes 'MyHealthy Connection', 'Summer', 'Health', 'Visits' (with a red circle '1' and a dropdown menu), 'Messaging', 'Billing', 'Resources', and 'Profile'. The 'Visits' dropdown menu is open, showing 'Appointments and Visits', 'Upcoming Tests and Procedures', and 'Schedule an Appointment'. Below the navigation bar, there is a 'Schedule an Appointment' button and a notification for a 'Problem Follow-Up Visit with Physician RMC Ambulatory, MD Main Clinic' with a 'SCHEDULE NOW' button. The main content area is divided into two sections: 'Schedule with a provider you've seen before' (with a red circle '2') and 'Tell us why you're coming in'. The 'Schedule with a provider you've seen before' section shows 'Physician RMC Ambulatory, MD Primary Care Provider'. The 'Tell us why you're coming in' section shows 'Office Visit' and 'Problem Follow-Up Visit'. Below this, a detailed view of the 'Schedule an Appointment' form is shown, with a red circle '3' highlighting the 'Reason for visit' dropdown menu. The form includes fields for 'Providers' (Physician RMC Ambulatory, MD), 'Reason for visit', 'Locations', 'Time', and 'Verify and schedule'. A 'START OVER' button is visible in the top right corner of the form.

4. Pick an appointment from the list of available time slots to schedule it.
 - a. When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic

Schedule an Appointment START OVER

✓ Providers [Edit](#) Physician RMC Ambulatory, MD
 ✓ Reason for visit [Edit](#) Office Visit
 ✓ Locations [Edit](#) Main Clinic
 🕒 Time
📅 Verify and schedule

What time works for you?

Start search on
06/29/2020

Times
All available times
Filter times

Monday June 29, 2020 4

10:15 AM	1:00 PM	1:15 PM	1:30 PM	1:45 PM
3:00 PM	3:15 PM	4:30 PM	4:45 PM	5:00 PM

Tuesday June 30, 2020


8:30 AM	8:45 AM	9:00 AM	9:15 AM	9:30 AM
9:45 AM	10:00 AM	10:15 AM	1:00 PM	1:15 PM
1:30 PM	1:45 PM	3:00 PM	3:15 PM	4:30 PM
4:45 PM	5:00 PM			

5. If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available.
 - a. Enter the main reason for the visit today.
 - b. Wait list options are available during scheduling and after you've scheduled when you click Details for an appointment from the Upcoming Visits list.
 - c. You can also favorite an appointment to make it easy to schedule the same type of visit again later with the same provider and department.
6. Click **Schedule** to complete the appointment.

Schedule an Appointment START OVER

✓ Providers [Edit](#) Physician RMC Ambulatory, MD
 ✓ Reason for visit [Edit](#) Office Visit
 ✓ Locations [Edit](#) Main Clinic
 ✓ Time [Edit](#) Monday June 29, 2020 4:30 PM
 📅 Verify and schedule

Is everything correct?



Office Visit with Physician RMC Ambulatory, MD

🕒 Monday June 29, 2020
Arrive by 4:15 PM
Starts at 4:30 PM (15 minutes)

📍 Main Adult Medicine
7117 BROCKTON AVE
RIVERSIDE CA 92506
951-683-6370

*What is the most important thing you want addressed during this visit?

a

Directions for Main Adult Medicine
91 freeway west- Exit Arlington Ave, turn right and go north to Brockton Ave. Turn left on Brockton, the clinic will sit on your right side at 7117 Brockton Ave.
91 freeway east- Arlington Ave Exit- turn left on Indiana Ave, left on Arlington Ave and go north to Brockton Ave. Turn left on Brockton, the clinic will sit on your right side at 7117 Brockton Ave.
Please mail all correspondence to: 3660 Arlington Ave, Riverside, CA, 92506

Before scheduling...

b Join the wait list and be notified if earlier appointments open up

c Favorite this appointment to easily schedule again later

6

SCHEDULE

Scheduling for a Scheduling Ticket

When provider places an order for patient such as Mammogram, the patient will receive a message in the alert section. Patient can also schedule the appointment from the do section.

1. Locate the message under alerts or the order under To Do.
2. Click on schedule.

The screenshot shows the MyHealthy Connection dashboard. At the top, there are navigation icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. Below the navigation, there is a 'Welcome!' section with three items: 'View instructions for your appointment on Tuesday, June 23, 2020 with Physician RMC Ambulatory, MD.', 'Schedule your Pap Smear.', and 'Make an appointment. We have sent you a new scheduling ticket.' Below this is the 'To Do' section, which includes a calendar for June 2020. The calendar shows dates from 1 to 27. A red circle with the number '1' is placed over the date 23, and a red circle with the number '2' is placed over the 'SCHEDULE' button. The 'To Do' section also lists two items: 'MRI BREAST BILATERAL WO CONTRAST' (Expires: Oct 24, 2020) and 'MAMMO ACS SCREENING BILATERAL' (Expires: Aug 23, 2021).

3. Answer questions related to the exam and click continue.

The screenshot shows the scheduling form. At the top, there are navigation icons for Reason for visit, Questions, Locations, Time, and Verify and schedule. The 'Reason for visit' section is set to 'MAMMO SCREENING BILATERAL'. Below this is the 'A couple of questions' section, which includes a note: '* Indicates a required field.' and a question: '* Are you experiencing any of the following issues in regard to your breast(s)?'. The question is followed by a list of options: 'New Lump or Thickening', 'Skin Change or Retraction', 'Pain (Chronic or New)', 'Nipple Discharge (Bloody / Non-bloody)', 'Breast Implant Problem', and 'Other (Please Specify)'. A red circle with the number '3' is placed over the 'Not having any problems' option. Below the options is a 'CONTINUE' button.

4. Select the location you wish to have the test done and click Continue

The screenshot shows the scheduling form. At the top, there are navigation icons for Reason for visit, Locations, Time, and Verify and schedule. The 'Reason for visit' section is set to 'MAMMO SCREENING BILATERAL'. Below this is the 'Locations' section, which is set to 'MAIN RADIOLOGY'. Below the 'Locations' section is the 'Which locations work for you?' section, which includes three options: 'Any location', 'MAIN RADIOLOGY', and 'TEMESCAL VALLEY RADIOLOGY'. A red circle with the number '4' is placed over the 'MAIN RADIOLOGY' option. Below the options is a 'CONTINUE' button.

5. Select Date and Time as in Scheduling an Appointment Section.
6. Verify the information correct, enter reason for visit and click schedule.

Request an appointment

To request an appointment, go to **Visits** Depending on the reason for scheduling or type of appointment you choose, you'll be directed to Request an Appointment page.

1. Go to **Visits > Schedule an Appointment**.
2. Select the provider with whom you want to schedule an appointment.
3. Select a reason for the visit.

The screenshot shows the 'MyHealthy Connection' interface. At the top, there's a navigation bar with icons for Health, Visits (with a red '1'), Messaging, Billing, Resources, and Profile. A dropdown menu is open under 'Visits', listing 'Appointments and Visits', 'Upcoming Tests and Procedures', and 'Schedule an Appointment'. Below this, there's a section titled 'Schedule an Appointment' with a sub-section 'Appointments you need to schedule' showing a '3D/2D MAMMO SCREENING BILATERAL COMBO' with a 'SCHEDULE NOW' button. Another section offers to 'Schedule with a provider you've seen before' or 'Tell us why you're coming in'. A list of providers is shown, with 'Physician RMC Ambulatory, MD' selected. A third section asks 'What kind of appointment are you scheduling?' with options: 'Office Visit', 'Problem Follow-Up Visit', 'Annual Physical', 'New Problem Visit', and 'Video Visit'. A 'START OVER' button is in the top right.

4. Pick **Preferred dates**, **Preferred times** and document the **reason for the visit** request.
5. Click **SEND REQUEST**.
 - a. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

The screenshot shows the 'Schedule an Appointment' page. At the top, there's a 'START OVER' button. Below it, there's a section for 'Providers' (Physician RMC Ambulatory, MD) and 'Reason for visit' (Video Visit). A 'Send appointment request' button is visible. The main section is titled 'Confirm the request details you are about to send:'. It features a profile picture of a doctor and the text 'Video Visit with Physician RMC Ambulatory, MD'. There are two icons: a clock for 'Date and time to be determined' and a location pin for 'Main Adult Medicine'. The 'Preferred dates' field is highlighted with a red box and a red '4', showing 'MM/DD/YYYY to MM/DD/YYYY'. The 'Preferred times' field has 'All available times' and 'Filter times' buttons. Below that is a text area for 'What is the most important thing you want addressed during this visit?'. At the bottom, there's a green 'SEND REQUEST' button highlighted with a red '5' and a 'START OVER' button in the top right.

Cancel or Reschedule an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through My Healthy Connection. If it is too close to your appointment date or time, you'll need to call the clinic to cancel your appointment.

1. Go to **Visits > Appointments and Visits**, and find the appointment from the list.
2. Click **Cancel Appointment or Reschedule Appointment**.
3. Enter cancellation comments, and click **Confirm Cancellation**.

The screenshot shows the My Healthy Connection interface. At the top, there are navigation tabs: Summer, Health, Visits, Messaging, Billing, Resources, and Profile. A red circle with the number '1' is placed over the 'Visits' tab. A dropdown menu is open under 'Visits', showing options: 'Appointments and Visits', 'Upcoming Tests and Procedures', and 'Schedule an Appointment'. Below this, there's a 'SCHEDULE AN APPOINTMENT' button. The main content area is titled 'Appointments and Visits' and shows a list of 'Upcoming Visits'. The first visit is a 'Telemedicine Video Visit with Physician RMC' on 'JUN 23 Tue' at '1:55 PM PDT'. The second visit is a 'Physical' on 'JUN 24 2020' at '4:15 PM PDT'. A red circle with the number '2' is placed over the 'Reschedule Appointment' and 'Cancel Appointment' buttons for the second visit. A modal window titled 'Cancel Appointment Confirm Cancellation' is open, showing details for the 'Physical' appointment on 'JUN 24 2020'. It includes a 'Comments:' field with a red circle and the number '3' next to it, and a 'CONFIRM CANCELLATION' button.

4. To reschedule select new appointment **date and time** and click **schedule**.

The screenshot shows the 'Reschedule Appointment' interface. At the top right, there's a 'START OVER' button. Below the title, there's a 'Time' dropdown and a 'Verify and schedule' button. The 'Original appointment information' section shows 'Office Visit with Physician RMC Ambulatory, MD' on 'Wednesday June 24, 2020' at '3:00 PM (15 minutes)' at 'Main Adult Medicine' (7117 BROCKTON AVE, RIVERSIDE CA 92506). The 'What time works for you?' section has a date picker set to '06/23/2020' and a 'Times' dropdown set to 'All available times'. Below this, there are two rows of time slots. The first row is for 'Tuesday June 23, 2020' and the second row is for 'Wednesday June 24, 2020'. A red circle with the number '4' is placed over the '10:00 AM' slot on Wednesday.

Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record.
- Viewing your child's growth charts.
- Viewing a family member's test results.

If you're a parent, you can have full access to your child's record through a designated age (check with your clinic). This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

Access a family member's record

After you've received permission, you can view a family member's records by clicking the photo or name for that family member in My Healthy Connection.

After you read the proxy access disclaimer, click **Accept Proxy Access Disclaimer** to continue to your family member's chart.

The screenshot shows the My Healthy Connection web application interface. At the top, there is a navigation bar with the Riverside Medical Clinic logo, the My Healthy Connection logo, and several menu items: Summer (highlighted), Health, Visits, Messaging, Billing, Resources, and Profile. A 'Summer Test Log Out' link is also visible. Below the navigation bar, the main content area is titled 'Friends and Family Access'. A modal window titled 'Proxy Disclaimer' is open, displaying the following text:

Proxy Disclaimer

Switching context to: Michael Mychart (Michael)

Proxy Access Disclaimer

You, Summer Test, are now accessing the online medical information for another person. By clicking the Continue button, you are verifying that you have the right to access this information, granted to you by the clinic. If you feel that you've received this access in error, please contact the clinic.

We think it is important for you to know how we handle information we communicate via the Internet. This statement outlines our practices and our sensitivity to your right to privacy. We reserve the right to revoke access at any time for any reason.

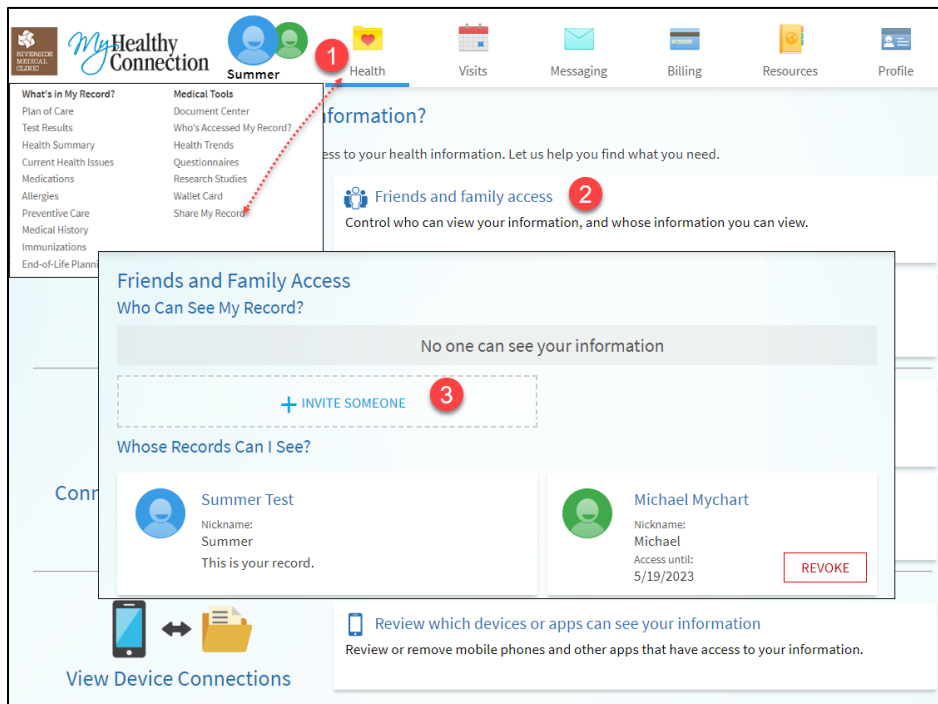
Response to Electronic Communication - Riverside Medical Clinic will make its best effort to provide a timely response to electronic inquiries. In some cases, the clinic staff that needs to respond to an electronic inquiry or other communication may not be immediately available so a proxy of a My Healthy Connection patient should allow at least two (2) business days for a response. Emergency situations requiring immediate attention should not be submitted electronically. Additionally, My Healthy Connection may not always be available due to system maintenance, back-ups or failures. Access is not guaranteed at any particular time.

Furthermore, with respect to any electronic communications which you send, we are only able to respond to such communications based on the information you provide. If there is insufficient information provided, we will be

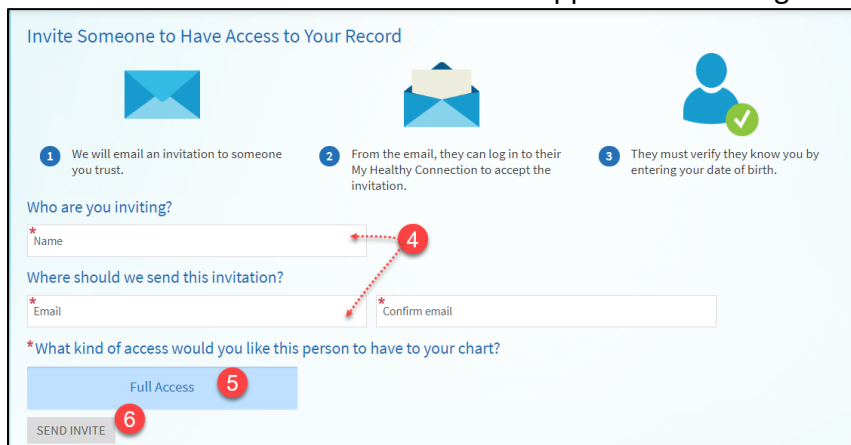
At the bottom of the modal, there are two buttons: 'ACCEPT PROXY ACCESS DISCLAIMER' (green) and 'CANCEL' (red).

Invite someone else to access your record

1. Go to **Health > Share My Record**.
2. Select **Friends and family access**.
3. On the Friends and Family Access page, click **Invite Someone** under the Who Can See My Record? Section.



4. Enter that person's name and email address.
5. Confirm the level of access.
6. Click **Send Invite**. The invitation then appears as Pending at the top of the page.




- After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.

7. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.


View and print your child's immunization record

When you are in your child's record in My Healthy Connection, under **Health** You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.

1. Go to **Health > Immunizations**.
2. To open a printer-friendly summary of your child's immunizations, click .

View your child's growth charts

To view your child's growth charts, open your child's record and go to Health folder and select growth charts. You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
 - Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.
1. Go to **Health > Growth Charts**.
 - You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.
 2. If you want a copy of the growth chart for your records, click .

Growth Charts (Savannah)

Chart Set: CDC GIRLS (2-20 YEARS)

Chart Type: Length-for-age

Units: Metric Standard

CDC GIRLS (2-20 YEARS) - Length-for-age



Source: Centers for Disease Control and Prevention (CDC), 2000

	6/23/2020
Age (years)	5.7
Stature (in)	42.5
Percentile	15.82

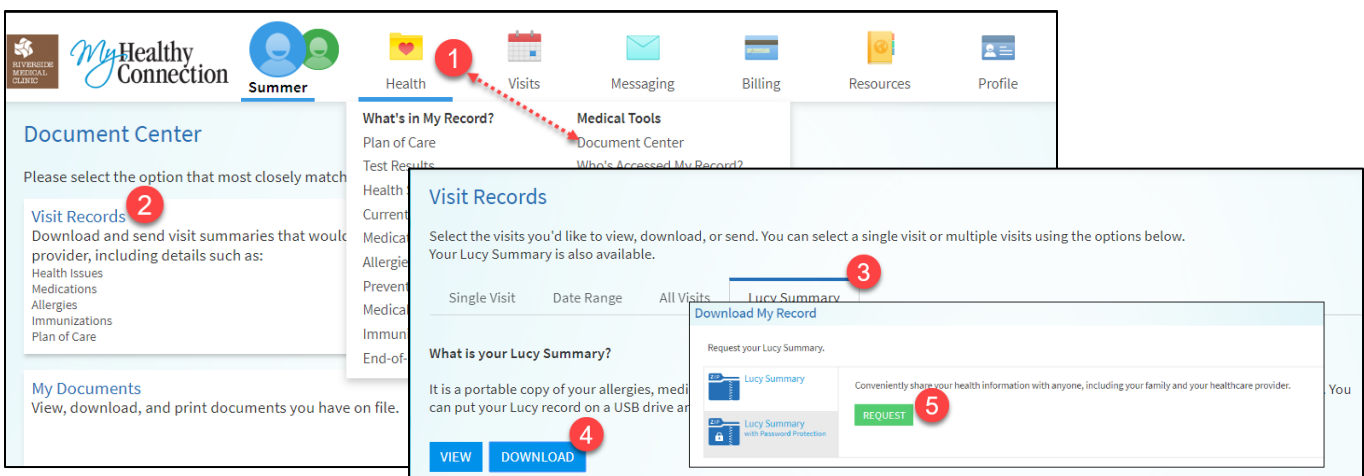
Medical Record Access and Sharing

Riverside Medical Clinic offers several different features through the My Healthy Connection patient portal to allow you to access your health records and share them with other people. Information shared is only what's available in you're My Healthy Connection.

View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in My Healthy Connection. If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Go to **Health > Document Center**.
2. Click **Visit Records**.
3. Select the **Lucy Summary** tab.
4. Click **Download**.
5. Click **Request** for the message that appears. You'll be notified when your download is ready.



6. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
7. Open the folder and extract the .zip file.
8. To view your medical record, open the PDF file in the folder.

View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Health > Document Center** and click **Visit Records**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:
 - Click **View** to view a copy of the visit summary.
 - Click **Download** to save a copy of the visit summary for your records.
 - Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

Download medical records you've requested

If you've requested a copy of your medical record from Riverside Medical Clinic, you can download and view it from My Healthy Connection, rather than having to wait for a paper copy to arrive in the mail. Go to **Health > Document Center** and click **Requested Records**.

1. Locate the record you want to view and click **Download**.
2. If the record is password protected, you see a message to warn you. Click **Continue Download**.
3. Click **Save** to save the file to your computer and then open it, or click **Open** to open it without saving it to your computer.
4. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your My Healthy Connection account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to the Share My Record activity.
 - On the My Healthy Connection website, go to **Health > Share My Record** and select **Give one-time access with Share Everywhere**.
 - On the My Healthy Connection mobile app, tap the Share My Record activity on the home screen after you've logged in. Note that you must update the My Healthy Connection mobile app to version 5.4 or higher to use Share Everywhere.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to www.shareeverywhere.com to enter the code along with your date of birth.


The image displays two screenshots of the Share Everywhere interface. The left screenshot is a desktop view of the website. It features a large globe logo with a heart and the text 'Share Everywhere'. Below the logo, the heading 'Share Your Health Record' is followed by a list of health information types: Medications, Allergies, Health Issues, and Immunizations. A text box asks 'Who's accessing your record?' with a 'Name' input field and a 'REQUEST SHARE CODE' button. The right screenshot is a mobile app view. It shows the same globe logo and heading. Below, it lists 'Access visit records' and 'Authorize sharing'. A 'REQUEST SHARE CODE' button is at the bottom.

See your medical information from other healthcare organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in My Healthy Connection. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account. Go to **Profile > Link My Accounts** to get started. Then, select your account from the list and click **Link Account**.

After you've linked your accounts, information from the other organization appears in My Healthy Connection with an  icon.

Billing and Insurance

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. To view additional information about an account, including past statements, click the **View account** link.



If you have a question about your balance or other information for a billing account, you can use the **customer service request** link to send a message.

Make a payment for an outstanding account balance

1. Go to **Billing > Billing Summary**.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

The screenshot displays the user interface for the MyHealthy Connection portal. At the top, there is a navigation bar with icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. The 'Billing' menu is expanded, showing 'My Bills' and 'Billing Summary' (highlighted with a red circle and arrow labeled '1'). Below the navigation, the 'Billing Summary' page for Riverside Medical Clinic is shown. It includes a message about paperless billing, the clinic name, guarantor information, and a balance of \$172.00. A green 'PAY NOW' button is prominently displayed with a red circle and arrow labeled '2'. Below the balance, it states 'Last paid: \$172.00 on 5/1/2020'. At the bottom, there are links for 'View account', 'View last statement (1/23/2020)', and 'Contact customer service'.

Sign up for paperless billing

1. From the Billing Summary page.
2. Click the paperless billing alert.
3. Place a ✓ on **I understand that I will no longer receive statements in the mail** box.
4. Click **Sign Me Up**.

The screenshot shows the 'Billing Summary' page. At the top, there is a navigation bar with icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. A red circle '1' is placed over the Billing icon. Below the navigation bar, there is a 'Billing Summary' section with a green leaf icon and the text 'Save time while you save paper! Sign up for paperless billing.' A red circle '2' is placed over this text. Below this, there is a 'Sign up for Paperless Billing' form. The form contains the following text: 'Make managing your accounts easy and help the environment by going paperless.' followed by three bullet points: 'View your statement online anytime.', 'Have secure online access to your past 18 months of statements.', and 'Receive an e-mail or text message when your statement is available for viewing online.' Below the bullet points, there is a checkbox with the text 'I understand that I will no longer receive statements in the mail.' and an information icon. A red circle '3' is placed over the checkbox. Below the checkbox, there are two buttons: 'SIGN ME UP' and 'NO THANKS'. A red circle '4' is placed over the 'SIGN ME UP' button. At the bottom of the form, there is a 'BACK TO THE HOME PAGE' button. On the left side of the page, there is a sidebar with 'Riverside Medical Clinic' information and links for 'View account', 'View last statement (1/23/2020)', and 'Contact customer service'.

View claims for services covered by insurance

1. Go to **Billing > Coverage Details**.
2. Select a coverage
3. Click the **Claims** tab.
4. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click **Contact Customer Service** to send a message to customer service staff.

The screenshot shows the 'Coverage Details' page. At the top, there is a navigation bar with icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. A red circle '1' is placed over the Billing icon. Below the navigation bar, there is a 'Coverage Details' section for 'IEHP-MM CMC-001'. The page shows 'Member' information for 'Summer Test' and a 'CUSTOMER SERVICE REQUEST' button. A red circle '2' is placed over the 'Summer Test' text. Below this, there is a 'Coverage Details' form with tabs for 'Eligibility', 'Claims', and 'Referrals'. A red circle '3' is placed over the 'Claims' tab. The form contains the following information: 'Name: Summer Test', 'Date of Birth: 10/15/1980', 'Coverage: IEHP-MM CMC-001', and 'Effective from: 08/01/2019'. Below the form, there is a 'CUSTOMER SERVICE REQUEST' button. On the left side of the page, there is a sidebar with 'Riverside Medical Clinic' information and links for 'View account', 'View last statement (1/23/2020)', and 'Contact customer service'.

Review and update your insurance information

To review the insurance information your clinic has on file, go to **Billing**.

1. Go to **Billing > Insurance Summary**.
2. Click **Details** for the payor or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update your insurance information, make any of the following changes:

- a. Request a change to an existing coverage.
- b. Remove a coverage.
- c. Add a new coverage. New coverages are submitted for verification when you log out of My Healthy Connection.

The screenshot displays the 'My Insurance' section of the My Healthy Connection portal. At the top, there is a navigation bar with icons for Summer, Health, Visits, Messaging, Billing, Resources, and Profile. The 'Billing' icon is highlighted with a red circle '1', and a red dashed arrow points from it to the 'My Insurance' dropdown menu. This menu contains 'Insurance Summary', 'Coverage Details', and 'Claims'. Below the navigation bar, the 'My Insurance' section is titled 'Insurance on File'. It shows a card for 'lehp Hmo Sr Mm Cmc' with subscriber information. Below the card are three action buttons: 'View coverage details' (with a red circle '2'), 'Update coverage' (with a red circle 'a'), and 'Remove coverage' (with a red circle 'b'). To the right of the card is a dashed box containing a '+ ADD A COVERAGE' button with a red circle 'c'. The 'Summer Test Log Out' link is visible in the top right corner.

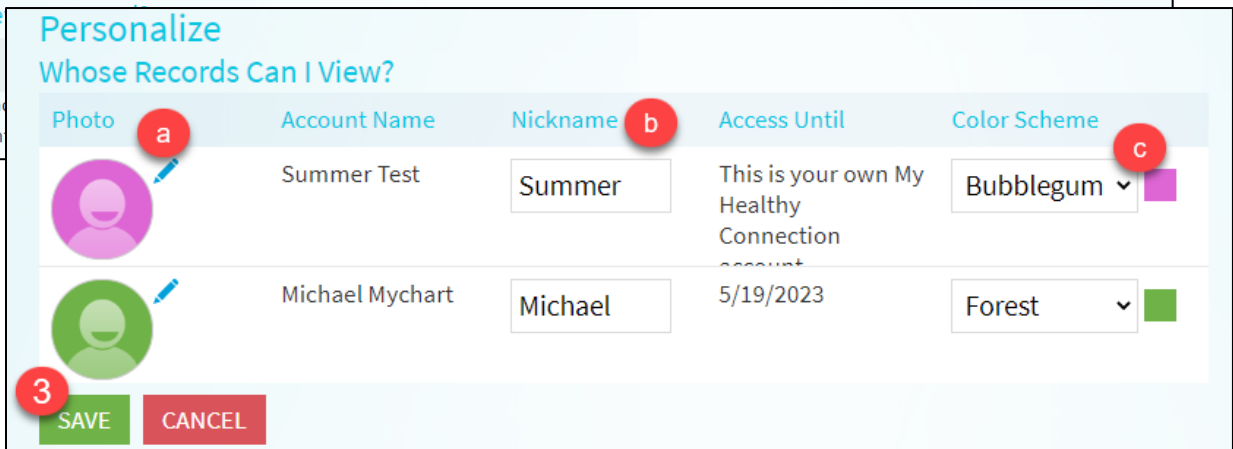
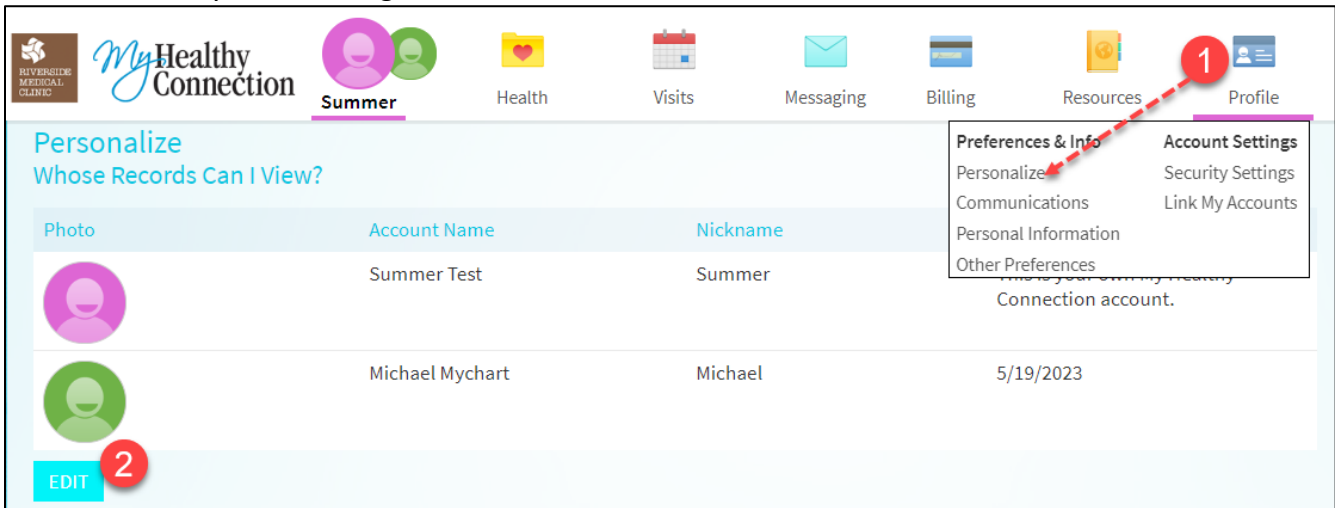
Preferences and Administrative Features

Personalize My Healthy Connection

There are three ways you can personalize how My Healthy Connection appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person's photo.
- Add or change the photo. Note that photos you upload through My Healthy Connection are visible to medical staff, so you should only use a photo that shows each person's face.

1. Go to **Profile > Personalize**.
2. Click **Edit**.
 - a. Blue pencil icon, allows you to add a photo.
 - b. Add a Nickname to your account.
 - c. Change the Color Scheme by selectin the drop down.
3. Make any of the changes described above and then click **Save**.



Update your personal information

You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Profile > Personal Information**.
2. Click **Edit** in the section for the information you need to update.
3. Add Emergency Contacts by clicking + Add Relationship.
4. Confirm that your updated information is correct, and then click **Save Changes**.

Personal Information

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. All updated in the legal medical record.

Contact Information

1234 Epic Way
RIVERSIDE CA 92506

Going somewhere for a while?
[Add a Temporary Address](#)

951-555-0000
951-555-0000
Not entered
test.test@rmcps.com

Details About Me

Preferred Name
Not entered

Gender Identity
Not entered

Sexual Orientation
Not entered

Race
White or Caucasian

Ethnic Background
Not entered

Religion
Not entered

Legal Sex
Female

Sex Assigned at Birth
Not entered

Marital Status
Married

Ethnicity
Non-Hispanic/Non-Latino

Language
English

Family & Friends

These people may be contacted in the event of an emergency. If you're looking for information about Health Care Agents, please go to the [End-of-Life Planning page](#).

David Test (Spouse) **PRIMARY CONTACT**

1234 Epic Way
RIVERSIDE CA 92506

951-321-6666
Not entered
Not entered
Not entered

+ ADD RELATIONSHIP

Related Links

- Notification settings
- End-of-life planning
- Manage my pharmacies

Customize your notification preferences

My Healthy Connection can send you notification by email or text message when there is new information available in your My Healthy Connection account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Profile > Communications**.
2. Select notification options for a group of notifications (for example, Appointments or Test Results & Medications) or expand a notification group to select options for individual notifications you want to receive.
3. Select a notification option next to section.
 - a. The blue icon means that option is enabled.
4. Update your email address and mobile phone number if needed at the bottom of the page by clicking **Edit**.

5. Click SAVE CHANGES to apply.

My Healthy Connection Summer Health Visits Messaging Billing Resources Profile

Communication Preferences

Choose how you would like to receive My Healthy Connection notifications.

- Appointments & Questionnaires**
Earlier appointment times, appointment updates, pre-appointment tasks, questionnaires, and wait list offers
- Messages & Documents**
New messages, letters, after-visit summaries, and requested medical documents
- Test Results & Medications**
New test results and filled prescriptions
 - End-of-Life Planning
 - Health Maintenance Reminder ⓘ
 - Medical Document Request ⓘ
 - Prescription Ready ⓘ
 - Research Study Invitation ⓘ
 - Test Result ⓘ
- Billing & Payments**
New statements, billing letters, payment reminders, new insurance premium invoices, and expired payment methods
- Questionnaires**
Alerts when questionnaires are available or due.
- Account Management**
Receive alerts about account updates.

Apply to all records I can access

SAVE CHANGES

This is your contact information that we will use to deliver notifications. If you want to make any changes to this information, please allow 24 hours for our clinic staff to update this information in your medical record.

Contact Information

1234 Epic Way
RIVERSIDE CA 92506
Going somewhere for a while?
[Add a Temporary Address](#)

🏠 951-555-0000
📞 951-555-0000
🏠 Not entered
✉ test.test@rmcps.com

EDIT

Change your My Healthy Connection password or update your security question and answer

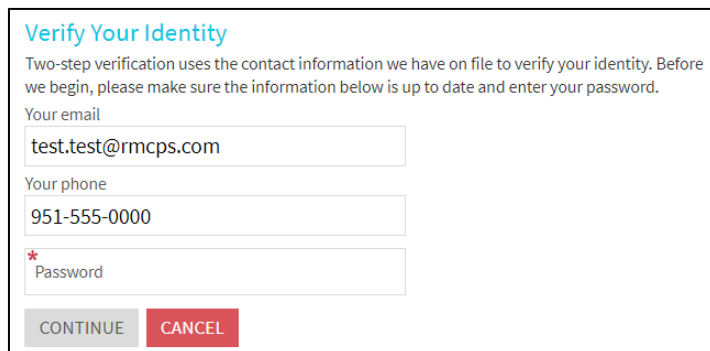
To ensure that your medical information stays protected, consider changing your My Healthy Connection password periodically. To do so, go to **Profile > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your My Healthy Connection username or password.

Protect your account with two-step verification

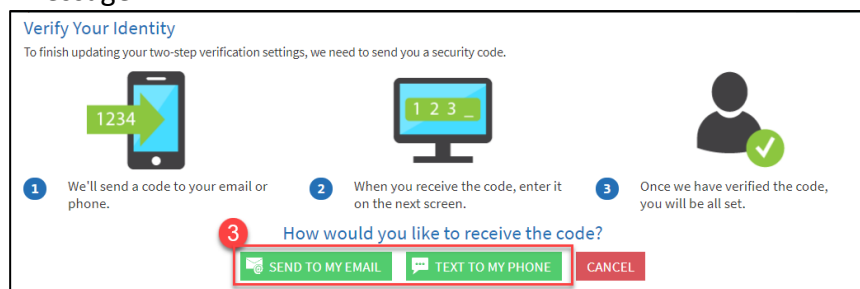
You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to My Healthy Connection, in addition to using your username and password.

When you log in to My Healthy Connection for the first time, you might be prompted to verify your email address and phone number to enable two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later.

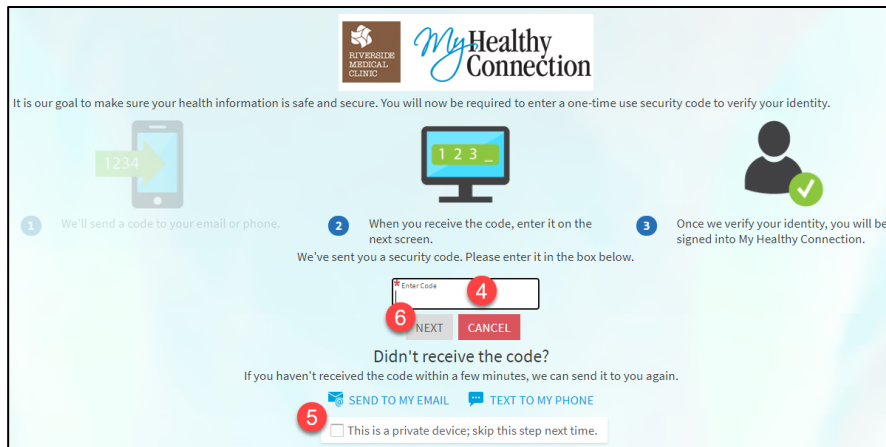
1. Go to **Profile > Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm your email address or phone number, enter your My Healthy Connection password, and then click **Continue**.



3. Select whether you want to receive the security code to turn on two-step verification by email or text message



4. Locate the code that was sent on your phone or email, enter the code.



5. Place a check in **This is a private device, skip this step next time** if you are using personal computer or phone (by doing this you will not need to do the 2 step Authentication next time you use that specific device).
6. Click **Next**.