



Questions/Concerns

Ask the Practice

Messages

Inbox

Sent Messages

Deleted Messages

Account Information

Personal Information

Additional Information

Reset Password

Review

Lab / Diagnostic Reports

Current Statement

Past Statement

Referrals

PHR-Complete Report

PHR-View

Visit Summary

Appointments

New Appointment

Current Appointment

Historical Appointments

Requests

Refill Requests

Lab Request

Referral Request

Welcome Sample Patient,

Rocky Mount Family Medical Center

Our Mission -

"To care for the physical, emotional, and spiritual well-being of our patients and each other with excellence, consistency, grace and respect."

Proverbs 16:3 -

"Commit your work to the Lord and your plans will be established."
- English Standard Version

Christ is at the Heart of Our Practice

804 English Road • Suite 100 • Rocky Mount • North Carolina • 27804

(252) 443-3133 • Fax: (252) 443-6726

www.rmfmcc.com

Please remember that this service is for non-urgent communications only!
If you have an emergency needing clinical care, please dial **911**.

Health Record

Request your PHR

Messages -

Influenza

Last Done:

Due: Currently Due

14

Last Done:

Due: Currently Due

15

Last Done:

Due: Currently Due

16

17

18

19

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21

22

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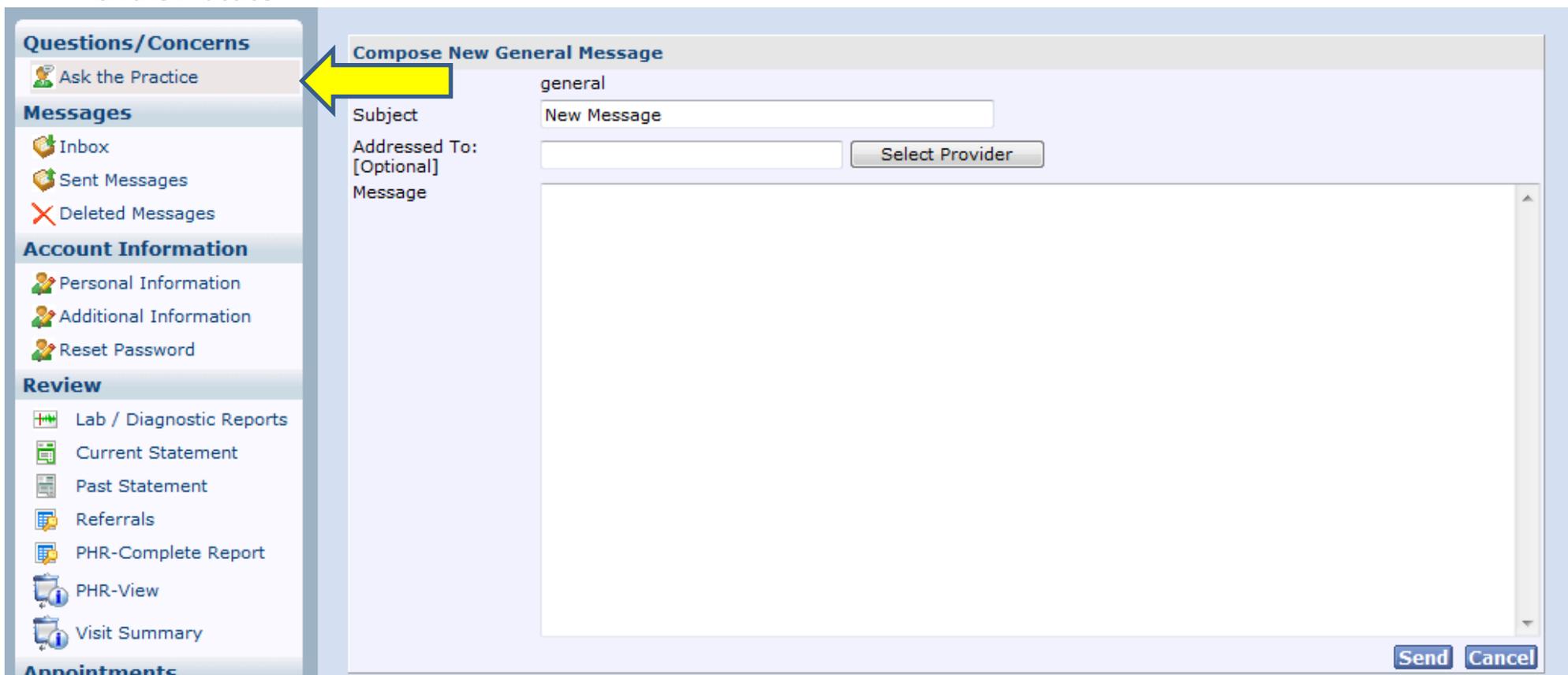
14

15

16

1 – Questions / Concerns

- Ask the Practice

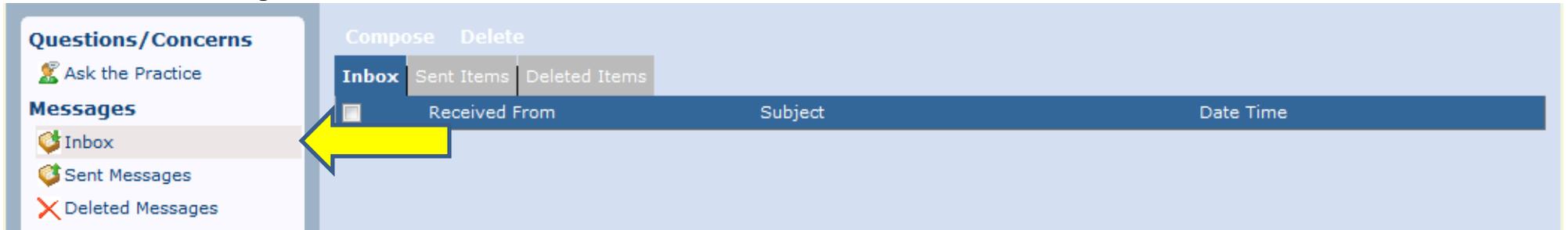


The screenshot displays a patient portal interface. On the left is a vertical sidebar with several sections: 'Questions/Concerns' (containing 'Ask the Practice'), 'Messages' (containing 'Inbox', 'Sent Messages', 'Deleted Messages'), 'Account Information' (containing 'Personal Information', 'Additional Information', 'Reset Password'), 'Review' (containing 'Lab / Diagnostic Reports', 'Current Statement', 'Past Statement', 'Referrals', 'PHR-Complete Report', 'PHR-View', 'Visit Summary'), and 'Appointments'. The 'Ask the Practice' link is highlighted with a yellow arrow. The main area on the right is titled 'Compose New General Message'. It features a 'Subject' field with the text 'New Message', an 'Addressed To: [Optional]' field with a 'Select Provider' button, and a large text area for the message body. At the bottom right of the form are 'Send' and 'Cancel' buttons.

The **Ask the Practice** link takes you to a message screen where you can send a message to the practice. The message will be routed to our Customer Service Manager and from there the CS Manager will either answer your question or will forward your question to the appropriate person. Once the message is replied to, you will receive an email alerting you that you have a new message waiting within your Patient Portal.

2 – Messages

- **Inbox**
- **Sent Messages**
- **Deleted Messages**



The **Inbox / Sent Messages / Deleted Messages** links take you to your message box within your Patient Portal. You can view new messages waiting for you from us, view messages you have sent to us, and items you have deleted from your inbox or sent items. (Please note that this is **not** email. If a message is sent to you within the Patient Portal, an email will be sent to the email address we have on file, alerting you that you have a new message waiting.)

3 – Account Information

- Personal Information
- Additional Information
- Reset Password

Under Account Information, you can submit updated information for your RMFMC chart or reset your password. (Please refer to the Password Guidelines link on the Reset Password page to find out more on how to create secure passwords.)

- Personal Information

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information ←

- Personal Information
- Additional Information
- Reset Password

Review

- Lab / Diagnostic Reports
- Current Statement
- Past Statement
- Referrals
- PHR-Complete Report
- PHR-View
- Visit Summary

Appointments

- New Appointment
- Current Appointment
- Historical Appointments

Requests

Personal Details
Please contact the practice directly for any change/correction in 'Name' or 'Date of Birth'

Last Name	Patient	Home Phone	() -
First Name	Sample	Cell Phone	() -
*Address 1	Test	Work Phone	() - Ext
Address 2		Date of Birth	07/19/1985
*City	Test	Sex	<input type="radio"/> Male <input checked="" type="radio"/> Female
	NC Zip 51000	Marital Status	
Email	samplepatient@gmail.com		

PCP: Abel, Mark S

Referring Doctor:

Default Facility:

Emergency Contact

*Last Name	<input type="text"/>	Address 1	<input type="text"/>
*First Name	<input type="text"/>	Address 2	<input type="text"/>
Relation	<input type="text"/>	City	<input type="text"/>
Home Phone	() -	State	Zip
Work Phone	() - Ext		

- Additional Information

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information
Personal Information
Additional Information
Reset Password

Review
Lab / Diagnostic Reports
Current Statement
Past Statement
Referrals
PHR-Complete Report
PHR-View
Visit Summary

Appointments
New Appointment
Current Appointment
Historical Appointments

Requests
Refill Requests
Lab Request
Referral Request

Pharmacy

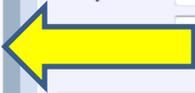
Street Address (if different from mailing address)
Address 1
Address 2
City State Zip

Employer
Name
Address 1
Address 2
City
State Zip

Contacts [Optional]

1. Last Name First Name
Address 1 Address 2
City State Zip
Home Phone () - Work Phone () - Ext
Relation

2. Last Name First Name
Address 1 Address 2
City State Zip
Home Phone () - Work Phone () - Ext
Relation



- Reset Password (Please note the Password Guidelines link below)

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information
Personal Information
Additional Information
Reset Password

Please reset your password for security reasons.
Refer [Password Guidelines](#) to create secure passwords.

User Name SamplePatient

Current Password

New Password

Confirm New Password

Submit Cancel

4 – Lab / Diagnostic Reports

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information
Personal Information
Additional Information
Reset Password

Review
Lab / Diagnostic Reports

Your Lab / Diagnostic Reports

Ordered Date	Name	Reason	Result
04/22/2012	-Complete Blood Count (hemogram) CBC		
04/22/2012	-Pregnancy, Urine		

The **Lab / Diagnostic Reports** link leads you to Labs or Diagnostic test results that been PUBLISHED by your provider. Just click on the test name to see the results. **(Please note that the only results visible to you are the results that your provider has published.)**

5 – Current Statement



The screenshot shows a navigation sidebar on the left with the following sections:

- Questions/Concerns**
 - Ask the Practice
- Messages**
 - Inbox
 - Sent Messages
 - Deleted Messages
- Account Information**
 - Personal Information
 - Additional Information
 - Reset Password
- Review**
 - Lab / Diagnostic Reports
 - Current Statement** (highlighted with a yellow arrow)

The main content area on the right displays the text: "You do not have any statements".

The **Current Statement** link will show you any Current Statements that you have with RMFMC.

6 – Past Statement



The screenshot shows a navigation sidebar on the left with the following sections:

- Questions/Concerns**
 - Ask the Practice
- Messages**
 - Inbox
 - Sent Messages
 - Deleted Messages
- Account Information**
 - Personal Information
 - Additional Information
 - Reset Password
- Review**
 - Lab / Diagnostic Reports
 - Current Statement
 - Past Statement** (highlighted with a yellow arrow)

The main content area on the right displays the text: "You do not have any statements".

The **Past Statement** link will show you Past Statements that you have with RMFMC.

7 – Referrals

Questions/Concerns

- Ask the Practice

Messages

- Inbox
- Sent Messages
- Deleted Messages

Account Information

- Personal Information
- Additional Information
- Reset Password

Review

- Lab / Diagnostic Reports
- Current Statement
- Past Statement
- Referrals**

Your past referrals

Date	Details	Valid Until
------	---------	-------------

The **Referrals** link will show you any Referrals RMFMC has made with other providers outside of RMFMC, on your behalf.

8 – PHR-Complete Report

Questions/Concerns

- Ask the Practice

Messages

- Inbox
- Sent Messages
- Deleted Messages

Account Information

- Personal Information
- Additional Information
- Reset Password

Review

- Lab / Diagnostic Reports
- Current Statement
- Past Statement
- Referrals
- PHR-Complete Report**

Print

Download PHR in CCD format

Rocky Mount Family Medical Center Continuity Of Care Document

Patient

Patient:	Sample Patient	
MRN:	1070908	
Sex:	Female	Next of Kin:
Birthdate:	July 19, 1985	Guardian:
Address:	Test Test, NC, 51000	

Author

Author:	Mark Abel	Legal Authenticator
Telecom:	252-443-3133	Assigned To:
Address:	804 English Road, Suite 100 Rocky Mount, NC, 278046023	Telecom:
	Rocky Mount Family Medical Center	Address:
		Organization:

The **PHR-Complete Report** link will allow you to view your complete medical chart in a printable format. You will also have the option to download your PHR (personal health record) in CCD format. (CCD format is putting your patient chart in a format that other Electronic Medical Records can understand and import.)

9 – PHR-View

The screenshot displays a web-based Patient Health Record (PHR) interface. On the left, a sidebar menu is organized into four sections: 'Questions/Concerns' (with 'Ask the Practice'), 'Messages' (with 'Inbox', 'Sent Messages', and 'Deleted Messages'), 'Account Information' (with 'Personal Information', 'Additional Information', and 'Reset Password'), and 'Review' (with 'Lab / Diagnostic Reports', 'Current Statement', 'Past Statement', 'Referrals', 'PHR-Complete Report', and 'PHR-View'). The 'PHR-View' link is highlighted with a yellow arrow. The top of the interface features a horizontal navigation bar with tabs for 'Allergies', 'Procedures', 'Vitals', 'Meds', 'Immunization', 'Labs', 'Social_Hx', and 'Family_Hx'. The 'Meds' tab is also highlighted with a yellow arrow. The main content area shows a patient profile for 'Sample Patient' with fields for Name, Date of Birth (1985), Gender (female), and Address / Phone (Primary: Test, NC51000). Below this is an 'Allergies' section with a table that has columns for Type, Description, Reaction, and Source, but it is currently empty.

The **PHR-View** link will bring up your Patient Health Record in a web format that is easy to navigate. You can click on the different sub categories (Allergies, Procedures, Vitals, Meds, Immunization, Labs, Social_Hx, Family_Hx).

10 – Visit Summary

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information
Personal Information
Additional Information
Reset Password

Review
Lab / Diagnostic Reports
Current Statement
Past Statement
Referrals
PHR-Complete Report
PHR-View
Visit Summary

Visit Summaries

Date	Time	Facility	Provider	Reason
05/05/2012	07:00 PM	Rocky Mount Family Medical Center	Mark Abel	
04/22/2012	05:00 PM	Rocky Mount Family Medical Center	Mark Abel	abdominal pain
04/07/2012	07:00 PM	Rocky Mount Family Medical Center	Mark Abel	

Messages 1 to 3 of 3



The **Visit Summary** link will allow you to pull up Visit Summaries from previous visits.

11 – New Appointment

Questions/Concerns

Ask the Practice

Messages

Inbox

Sent Messages

Deleted Messages

Account Information

Personal Information

Additional Information

Reset Password

Review

Lab / Diagnostic Reports

Current Statement

Past Statement

Referrals

PHR-Complete Report

PHR-View

Visit Summary

Appointments

New Appointment

Current Appointment

Historical Appointments

New Appointment Request

To: appointment

Appointment Type:

Facility:

Provider:

Preferred Date Range: From To

Week Day: First Preference
Second Preference

Time: First Preference
Second Preference

Preferred Method of Contact:

Email:

Contact Number: () - Ext

Reason For Visit:

Message:



The New Appointment link will bring you to a form that will allow you to request a New Appointment. **(Please Note: The appointment must be reviewed and entered by Customer Service before the appointment is actually made. Someone from Customer Service will contact you either by Patient Portal, or call you on the phone.)**

12 – Current Appointment

The screenshot shows a user interface with a navigation menu on the left and a main content area. The navigation menu is organized into several sections:

- Questions/Concerns**: Ask the Practice
- Messages**: Inbox, Sent Messages, Deleted Messages
- Account Information**: Personal Information, Additional Information, Reset Password
- Review**: Lab / Diagnostic Reports, Current Statement, Past Statement, Referrals, PHR-Complete Report, PHR-View, Visit Summary
- Appointments**: New Appointment, Current Appointment

The main content area is light blue and contains the text: "You do not have any current appointments." A yellow arrow points to the "Current Appointment" link in the navigation menu.

The **Current Appointment** link will bring up any current or future appointments you may have with RMFMC. (Please note: This **will not** show you appointments you may have with providers outside of RMFMC.)

13 – Historical Appointments

Questions/Concerns
Ask the Practice

Messages
Inbox
Sent Messages
Deleted Messages

Account Information
Personal Information
Additional Information
Reset Password

Review
Lab / Diagnostic Reports
Current Statement
Past Statement
Referrals
PHR-Complete Report
PHR-View
Visit Summary

Appointments
New Appointment
Current Appointment
Historical Appointments

Previous Appointment Listing

Date	Time	Facility	Provider	Reason	Status
05/05/2012	07:00 PM	Rocky Mount Family Medical Center	Mark Abel		Check-In
04/22/2012	05:00 PM	Rocky Mount Family Medical Center	Mark Abel	abdominal pain	Visit Pending
04/07/2012	07:00 PM	Rocky Mount Family Medical Center	Mark Abel		Check-In

Messages 1 to 3 of 3



The **Historical Appointments** link will bring up all past appointments you've had with RMFMC.

14 – Refill Requests

The screenshot displays a patient portal interface. On the left is a navigation sidebar with the following sections:

- Questions/Concerns**: Ask the Practice
- Messages**: Inbox, Sent Messages, Deleted Messages
- Account Information**: Personal Information, Additional Information, Reset Password
- Review**: Lab / Diagnostic Reports, Current Statement, Past Statement, Referrals, PHR-Complete Report, PHR-View, Visit Summary
- Appointments**: New Appointment, Current Appointment, Historical Appointments
- Requests**: Refill Requests

The main content area features a 'Current Medication' table:

	Date	Name	Strength	Take	Route	Frequency	Duration	Quantity	Refills
<input type="checkbox"/>		Makena	15	375 mg	intramuscularly	once	1 dose(s)	5	5

Below the table is a 'Refill Request' button. A yellow arrow points from the 'Refill Requests' link in the sidebar to this button. Another yellow arrow points from the 'Refill Requests' link in the sidebar to the 'Refill Request' button.

The Refill Requests link will allow you to request refills for your medications. The request will go to a nurse, who in turn will send the request to your provider. If the provider approves it, your refill request will be filled and you will receive a message in your portal stating so.

15 – Lab Requests

Questions/Concerns

- Ask the Practice

Messages

- Inbox
- Sent Messages
- Deleted Messages

Account Information

- Personal Information
- Additional Information
- Reset Password

Review

- Lab / Diagnostic Reports
- Current Statement
- Past Statement
- Referrals
- PHR-Complete Report
- PHR-View
- Visit Summary

Appointments

- New Appointment
- Current Appointment
- Historical Appointments

Requests

- Refill Requests
- Lab Request**

New Lab Request

To: lab

Subject: Priority: Routine

Category: (Press Ctrl key to select multiple Categories)

Message:

The **Lab Requests** link will allow you to request a Lab test. An example where this would be beneficial is if you are a diabetic patient who gets an A1C test done every three months. If for some reason your lab work was not ordered or you missed the appointment, you could request to have the test reordered from this screen. The request would go to a nurse and / or lab staff who would forward your request to your provider. With your provider's approval, the lab work will be scheduled and you will be notified.

16 – Referral Requests

The screenshot shows a web application interface with a left-hand navigation menu and a main content area. The navigation menu is organized into several sections: 'Questions/Concerns' (with 'Ask the Practice'), 'Messages' (with 'Inbox', 'Sent Messages', and 'Deleted Messages'), 'Account Information' (with 'Personal Information', 'Additional Information', and 'Reset Password'), 'Review' (with 'Lab / Diagnostic Reports', 'Current Statement', 'Past Statement', 'Referrals', 'PHR-Complete Report', 'PHR-View', and 'Visit Summary'), 'Appointments' (with 'New Appointment', 'Current Appointment', and 'Historical Appointments'), and 'Requests' (with 'Refill Requests', 'Lab Request', and 'Referral Request'). The 'Referral Request' link is highlighted in a light blue color, and a large yellow arrow points to it from the left. The main content area is titled 'New Referral Request' and contains a form with the following fields: 'To' (filled with 'referral'), 'Subject' (filled with 'New Referral Request'), and 'Priority' (set to 'Routine'). Below these fields is a large text area for the message, which contains the text 'Thank You' and 'Sample Patient'. At the bottom right of the form are 'Send' and 'Cancel' buttons.

The **Referral Requests** link allows you to request to have a referral made to a provider outside of RMFMC, on your behalf. Once the referral is made for you, you will receive notification.

17 – Portal Home



The **Portal Home** link will take you back to the main front page of the portal.

18 – Help



The **Help** link will open a new window that will bring you to an information screen that can assist you to maneuver around the Patient Portal.



Welcome to the Patient Portal

Introduction

Welcome to the Patient Portal Online Help System. Here you can find information that will help you communicate with your physician's office in the most efficient and convenient manner possible.

19 – Our Doctors



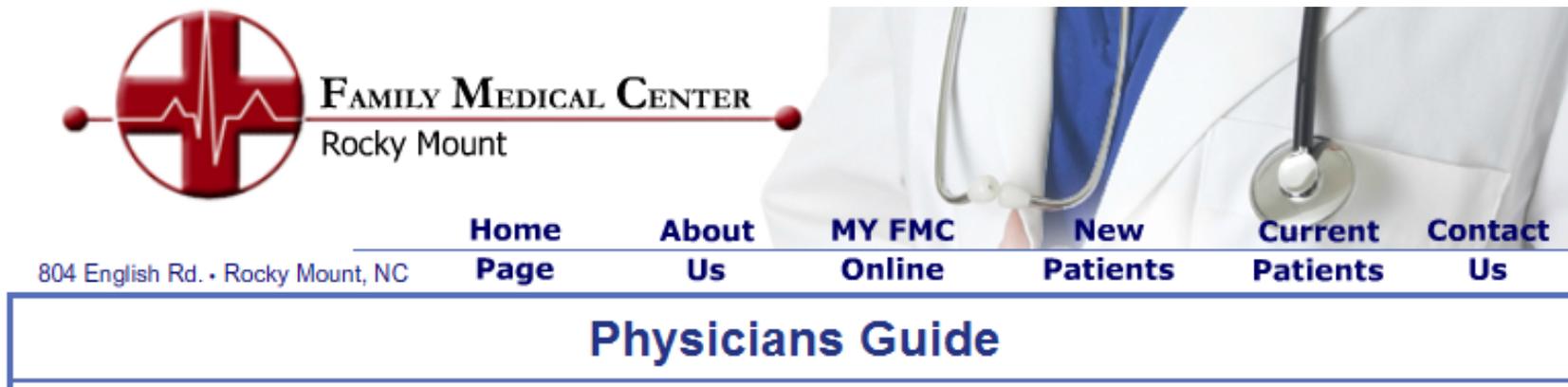
FAMILY MEDICAL CENTER
Rocky Mount

Portal Home | Help | **Our Doctors** | Working Hours | Directions | Sign out

Questions/Concerns
Ask the Practice
Messages
Inbox

Welcome Sample Patient,
Rocky Mount Family Medical Center

The **Our Doctors** link will open up in a new window and bring you to RMFMC's webpage (www.rmfmcc.com) where the providers are listed.



FAMILY MEDICAL CENTER
Rocky Mount

804 English Rd. • Rocky Mount, NC

Home Page | About Us | MY FMC Online | New Patients | Current Patients | Contact Us

Physicians Guide

20 – Working Hours



The screenshot shows the website header for Rocky Mount Family Medical Center. The logo on the left includes the text "FAMILY MEDICAL CENTER Rocky Mount" and a circular emblem with a cross and a heartbeat line. The navigation bar on the right contains links for "Portal Home", "Help", "Our Doctors", "Working Hours", "Directions", and "Sign out". A yellow arrow points to the "Working Hours" link. On the left side of the page, there are sections for "Questions/Concerns" (with a sub-link "Ask the Practice") and "Messages" (with a sub-link "Inbox"). The main content area displays a welcome message: "Welcome Sample Patient, Rocky Mount Family Medical Center".

The **Working Hours** link will open up in a new window and bring you to RMFMC's webpage (www.rmfmcc.com) where our working hours are listed.

*Friendly & Caring -
it's what we do best*

Hours of Operation
Monday - Friday 8:00 am - 5:30 pm
(252) 443-3133

**Christ is at the heart
of our practice**

As Christian providers, we care about
the needs of you and your family and
strive to provide superior patient care.

**Pediatrics – Adolescents
Adults – Seniors**

21 – Directions

The screenshot shows the website header for the Rocky Mount Family Medical Center. The logo on the left includes the text 'FAMILY MEDICAL CENTER Rocky Mount' and a stylized cross with a heartbeat line. The navigation menu at the top right contains links for 'Portal Home', 'Help', 'Our Doctors', 'Working Hours', 'Directions', and 'Sign out'. A yellow arrow points to the 'Directions' link. On the left side of the page, there are sections for 'Questions/Concerns' (with a sub-link 'Ask the Practice') and 'Messages' (with a sub-link 'Inbox'). The main content area displays a welcome message: 'Welcome Sample Patient, Rocky Mount Family Medical Center'.

The **Directions** link will open up in a new window and bring you to RMFMC's webpage (www.rmfmcc.com) where Directions are provided.

Map and Directions

- **Physical Address** English Road Medical Center
804 English Road, Suite 100
Rocky Mount, NC 27804
- Located near the intersection of Highway 64 Bypass and Winstead Ave. Ext.
- Traveling east on Hwy. 64 bypass take the Winstead Ave/Hospital exit; left at top of exit ramp; right at second light onto English Road; third building on the left (English Road Medical Center)
- Traveling west on Hwy. 64 bypass take the Winstead Ave/Hospital exit; left at top of exit ramp; right at first light onto English Road; third building on the left (English Road Medical Center)

22 – Sign Out

FAMILY MEDICAL CENTER
Rocky Mount

Portal Home | Help | Our Doctors | Working Hours | Directions | [Sign out](#)

Questions/Concerns
Ask the Practice

Messages
Inbox

Welcome **Sample Patient**,

Rocky Mount Family Medical Center

The **Sign out** link will sign you out of your Patient Portal.