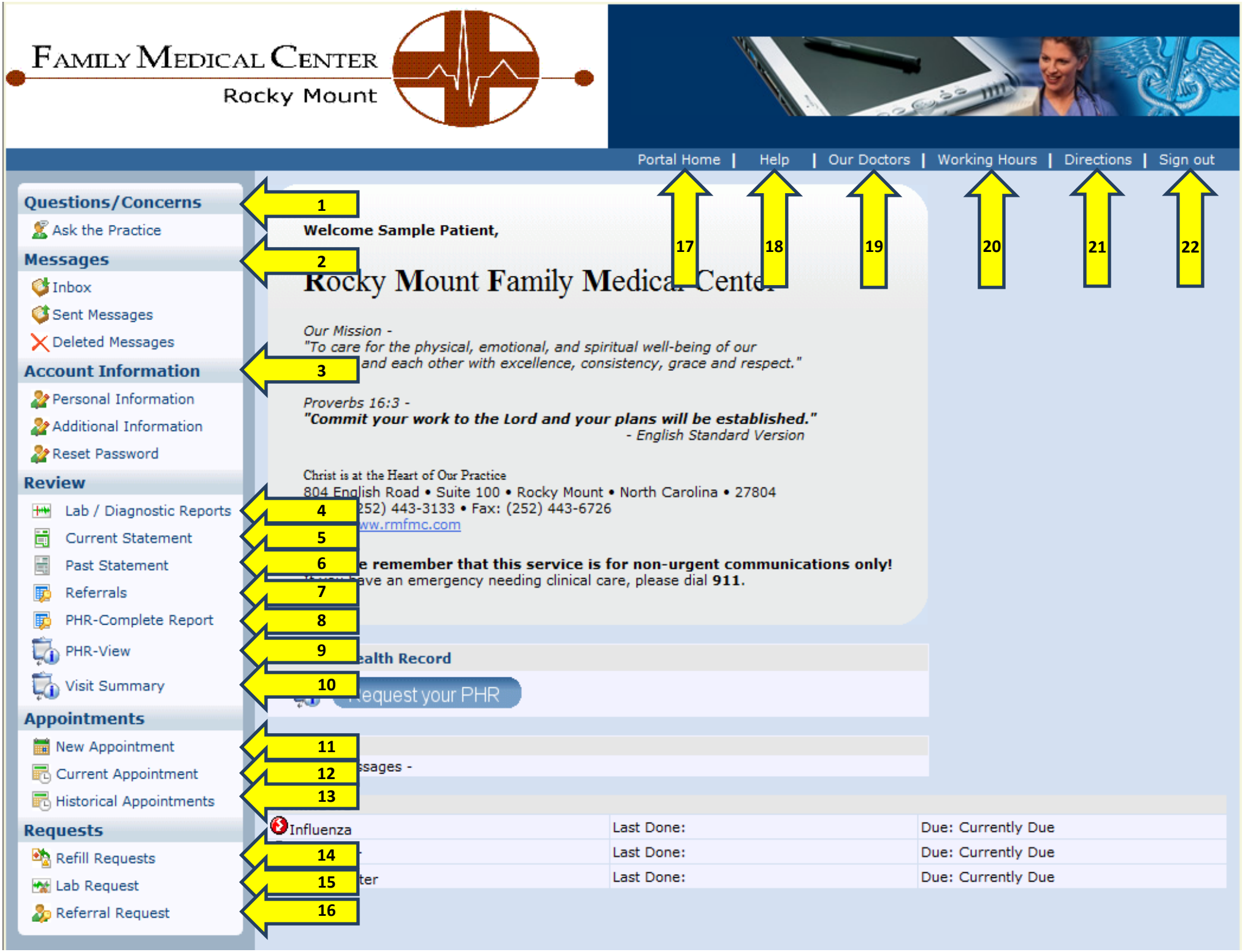
FAMILY MEDICAL CENTER
Rocky Mount
Portal Home | Help | Our Doctors | Working Hours | Directions | Sign out
Questions/Concerns
Ask the Practice
Messages
Inbox
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Account Information
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Review
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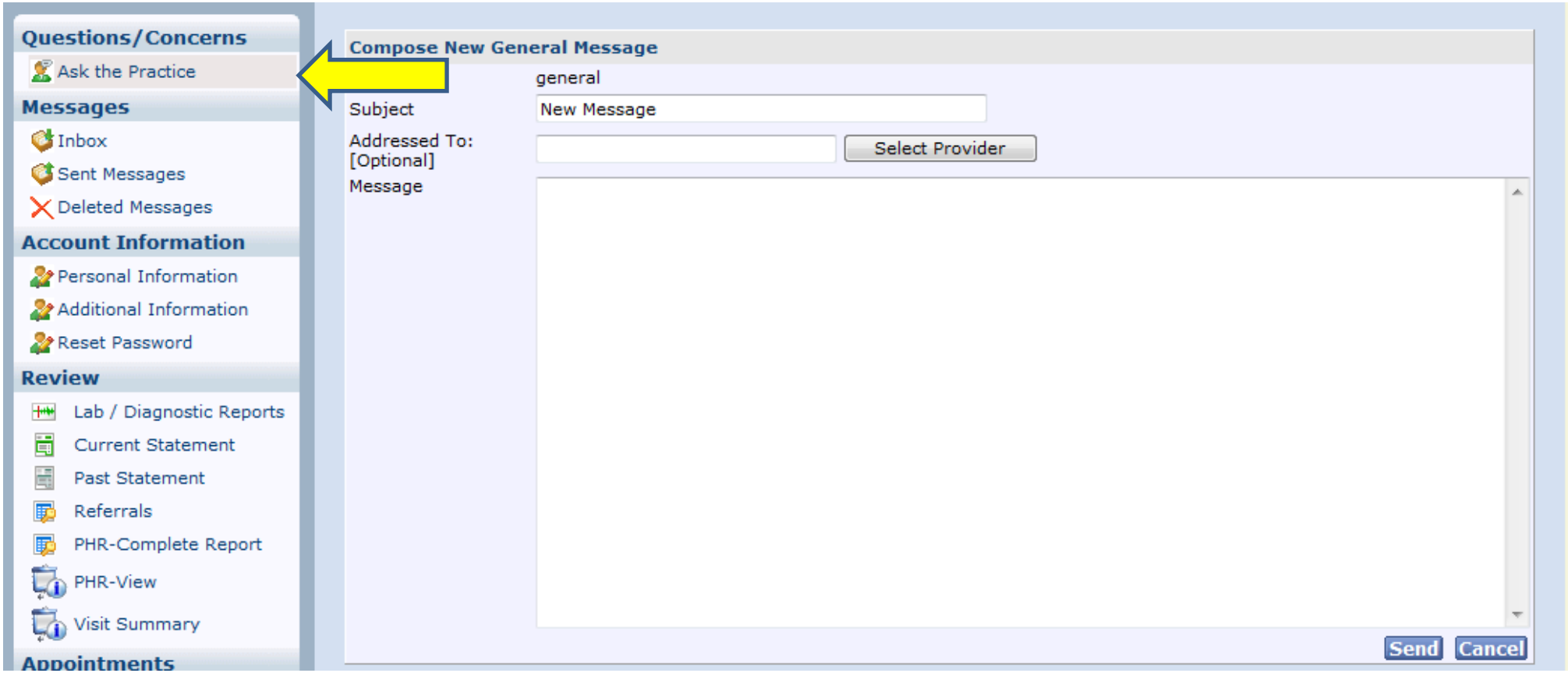
Welcome Sample Patient,
Rocky Mount Family Medical Center
Our Mission -
"To care for the physical, emotional, and spiritual well-being of our
and each other with excellence, consistency, grace and respect."
Proverbs 16:3 -
"Commit your work to the Lord and your plans will be established."
- English Standard 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
ww.rmfmc.com
e remember that this service is for non-urgent communications only!
ave an emergency needing clinical care, please dial 911.
ealth Record
equest your PHR
ssages -
Influenza
Last Done:
Due: Currently Due
Last Done:
Due: Currently Due
ter
Last Done:
Due: Currently Due

1 – Questions / Concerns

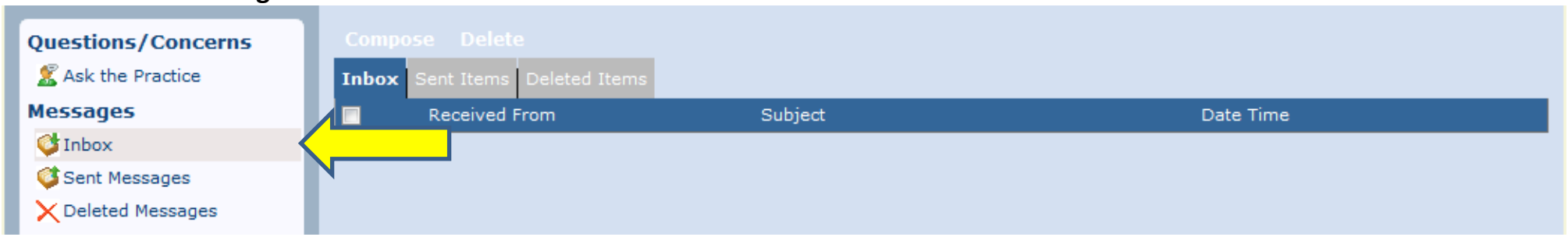
- **Ask the Practice**



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**



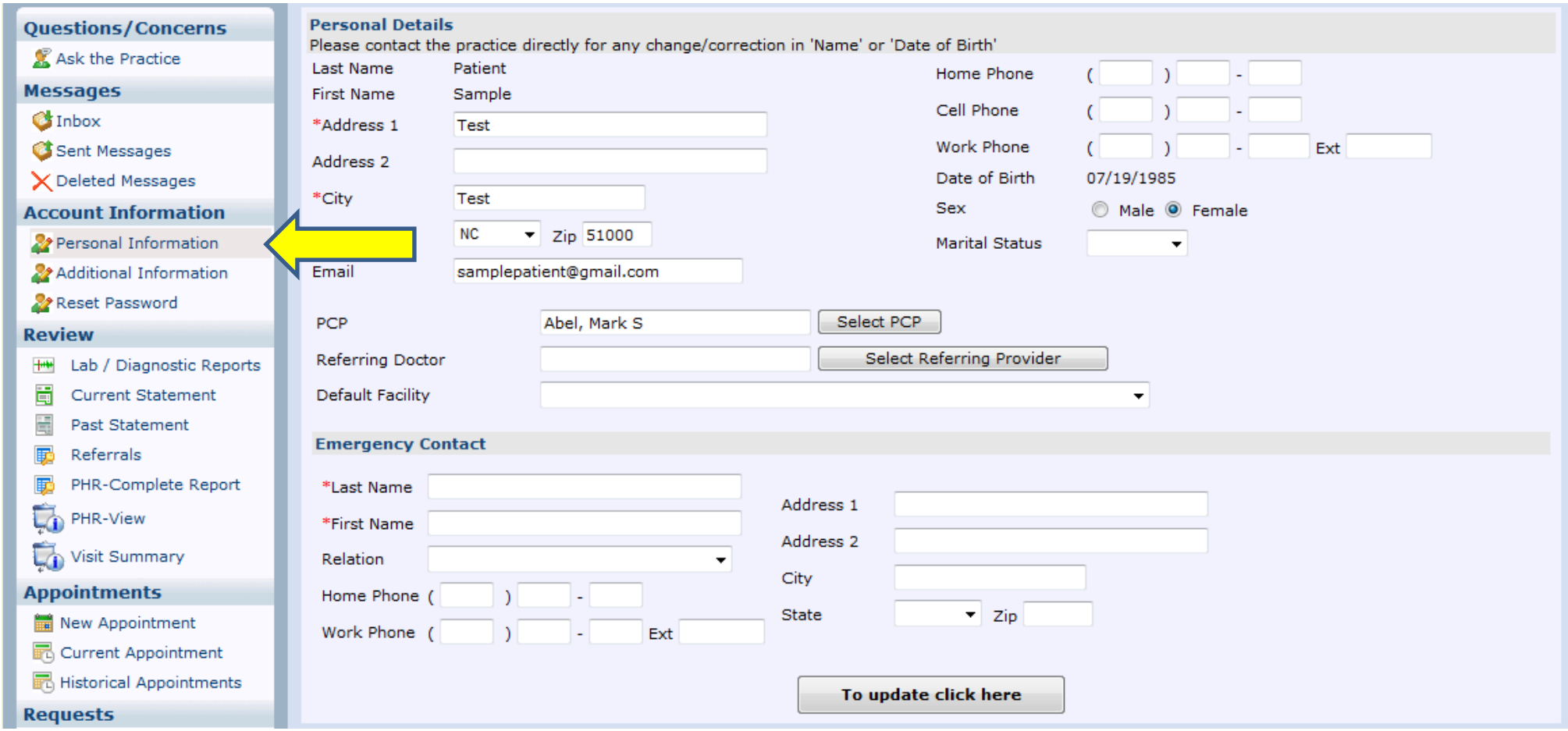
The **Inbox / Sent Messages / Deleted Messages** links take you to your message box within your Patient Portal. You can view new messages waiting for you from us, view messages you have sent to us, and items you have deleted from your inbox or sent items. (Please note that this is **not** email. If a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

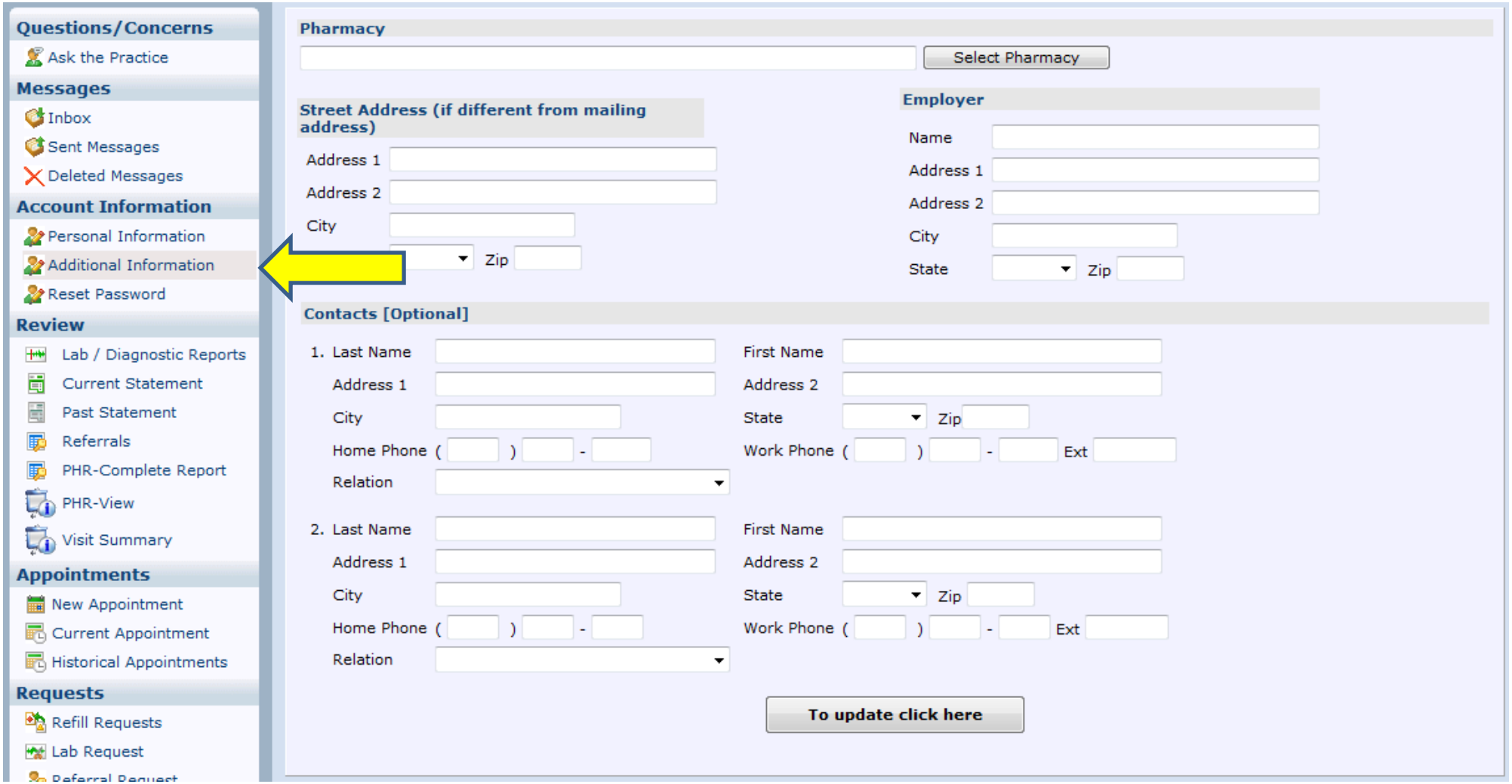
- **Personal Information**
- **Additional Information**
- **Reset Password**

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.)

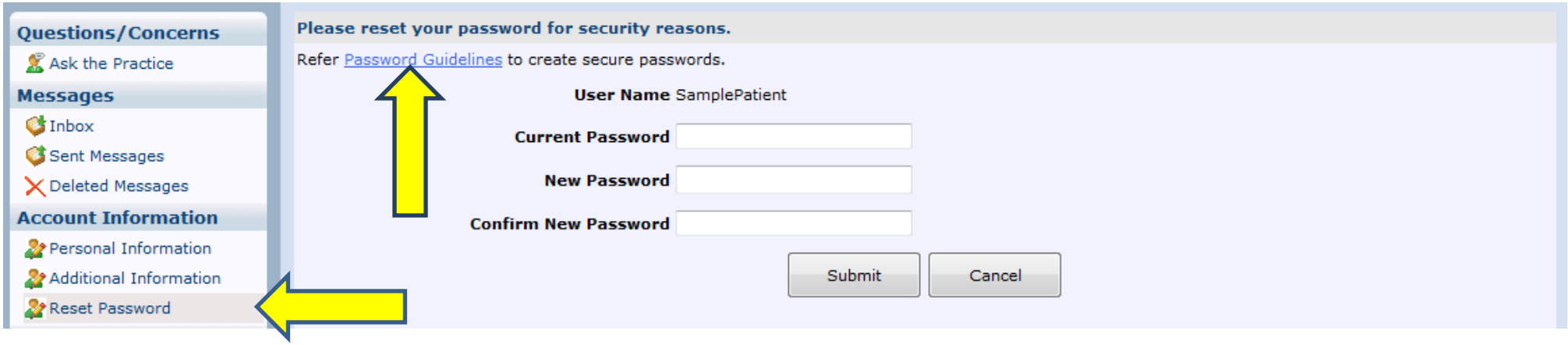
- Personal Information



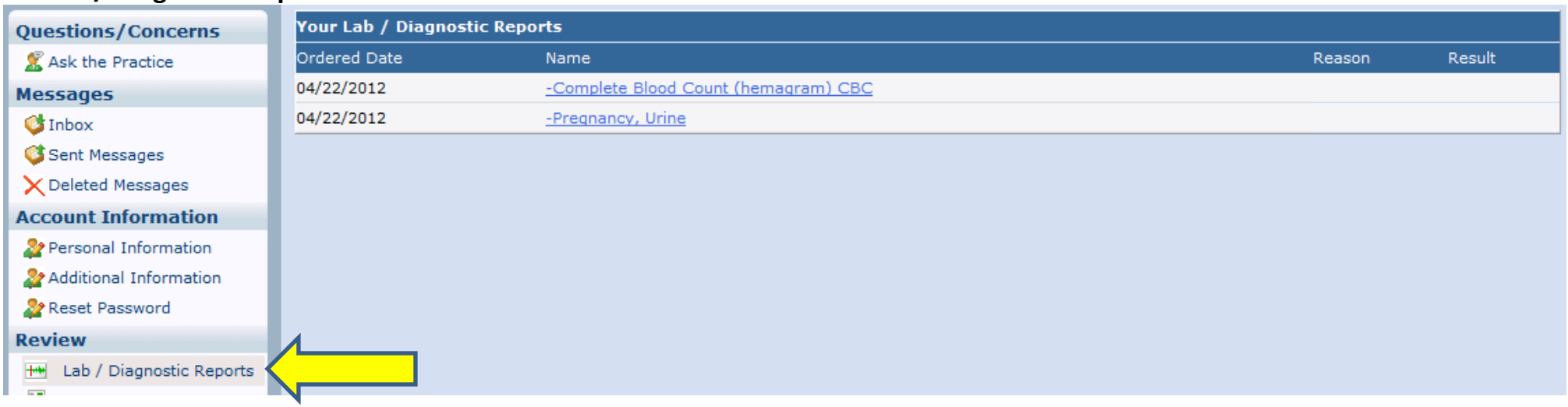
- Additional Information



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



4 – Lab / Diagnostic Reports

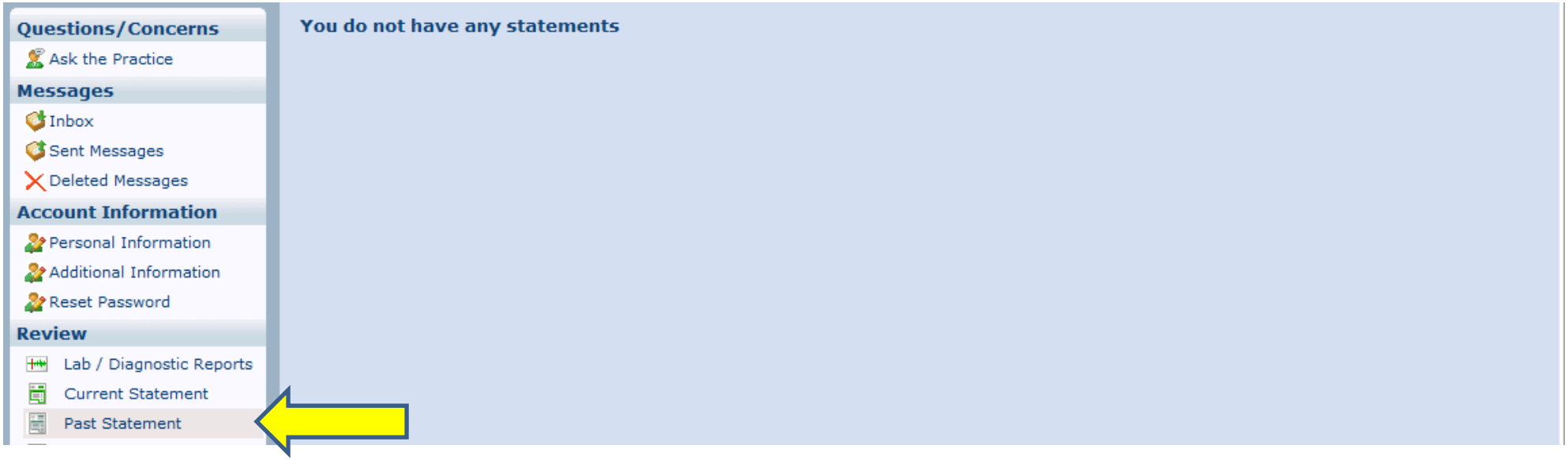


The **Lab / Diagnostic Reports** link leads you to Labs or Diagnostic test results that been PUBLISHED by your provider. Just click on the test name to see the results. **(Please note that the only results visible to you are the results that your provider has published.)**

5 – Current Statement

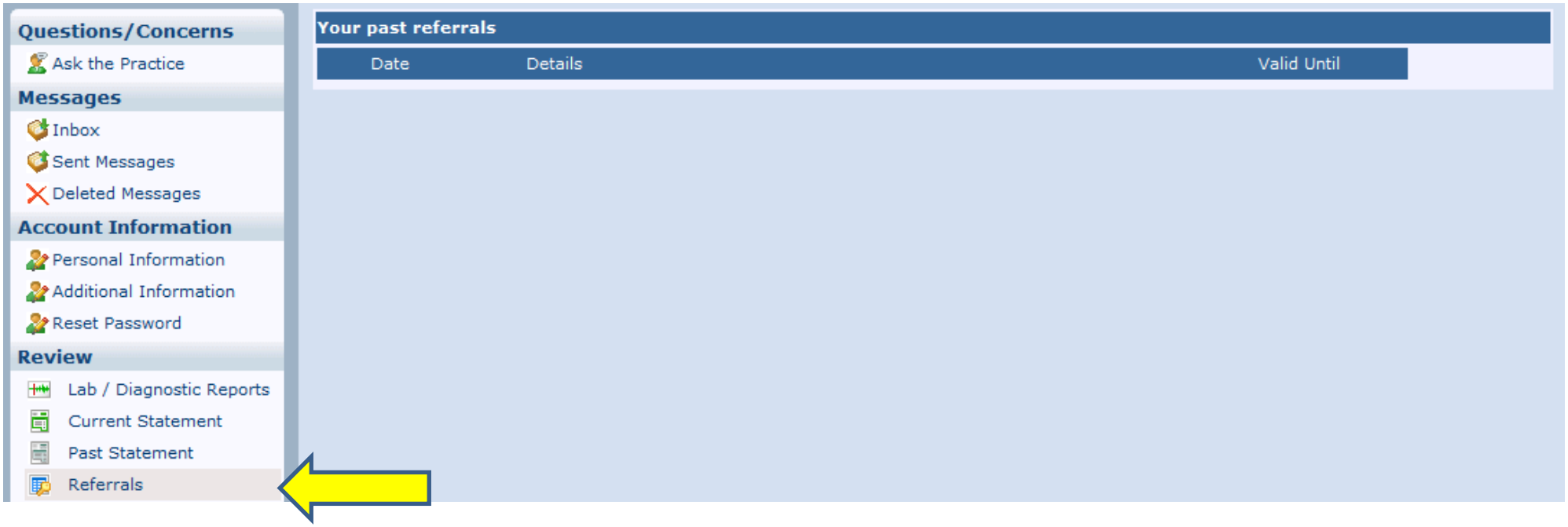
The **Current Statement** link will show you any Current Statements that you have with RMFMC.

6 – Past Statement



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

7 – Referrals

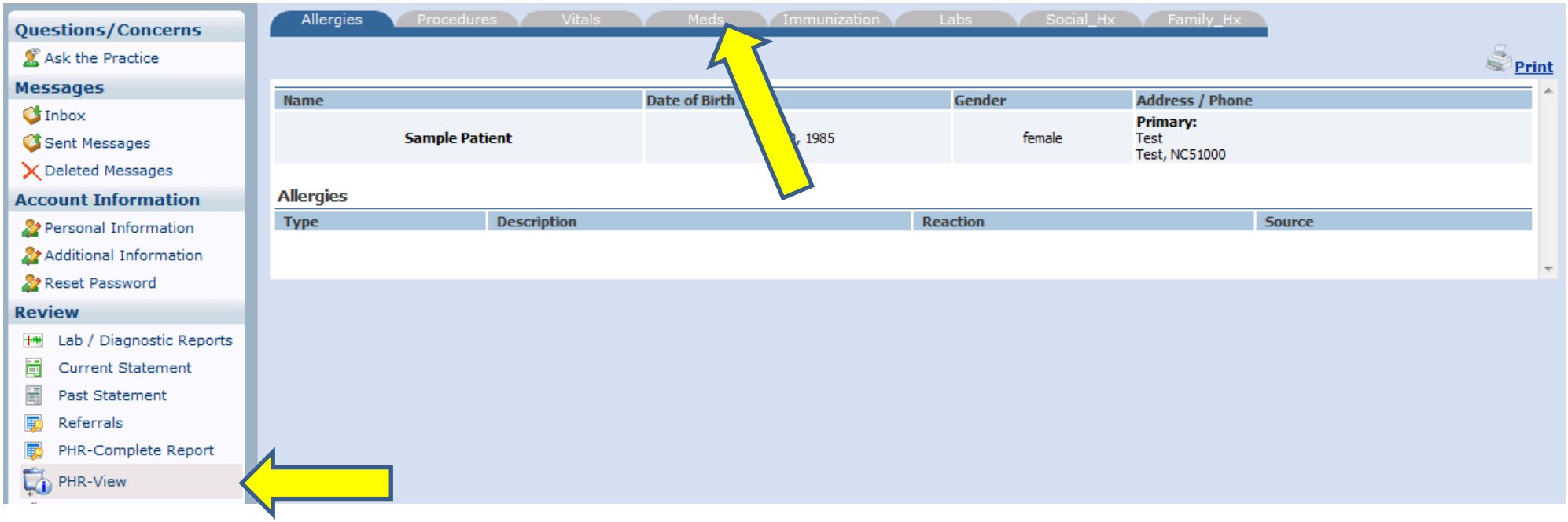


The **Referrals** link will show you any Referrals RMFMC has made with other providers outside of RMFMC, on your behalf.

8 – PHR-Complete Report

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

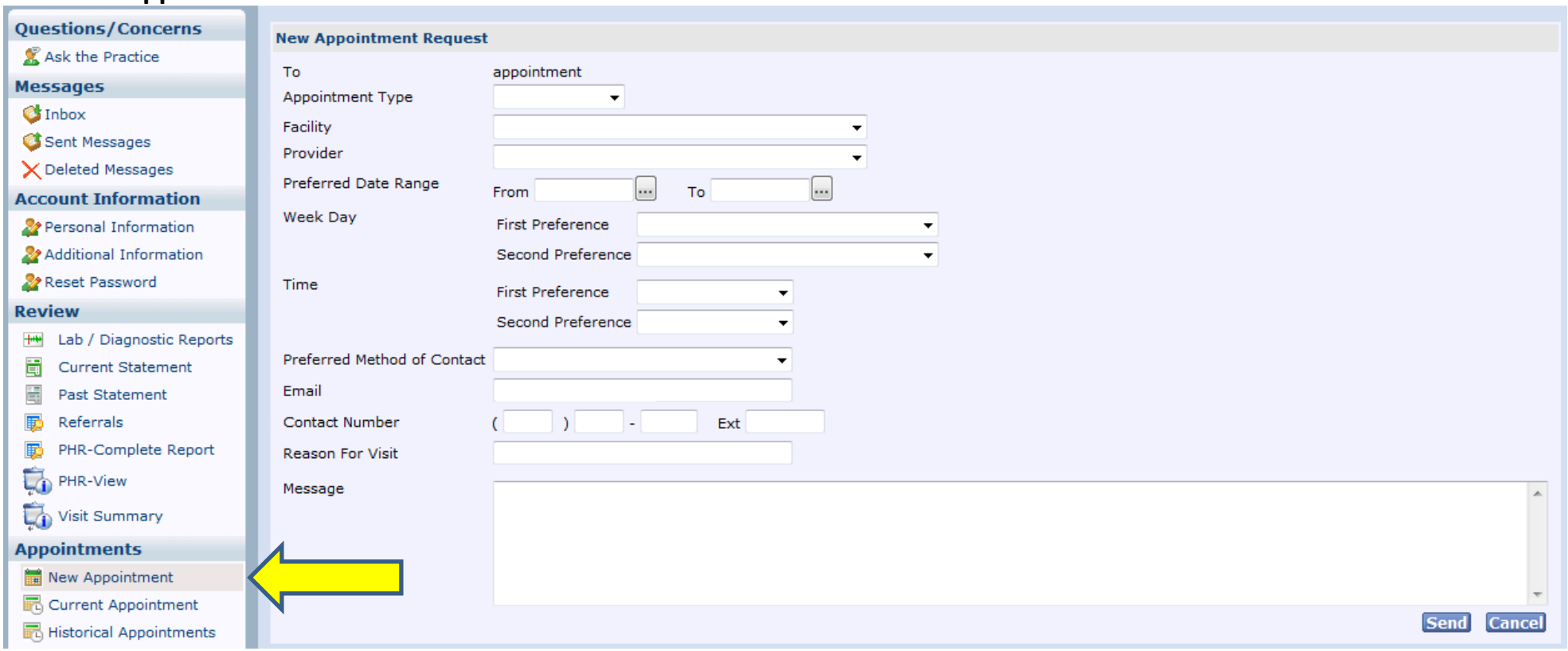


The **PHR-View** link will bring up your Patient Health Record in a web format that is easy to navigate. You can click on the different sub categories (Allergies, Procedures, Vitals, Meds, Immunization, Labs, Social_Hx, Family_Hx).

10 – Visit Summary

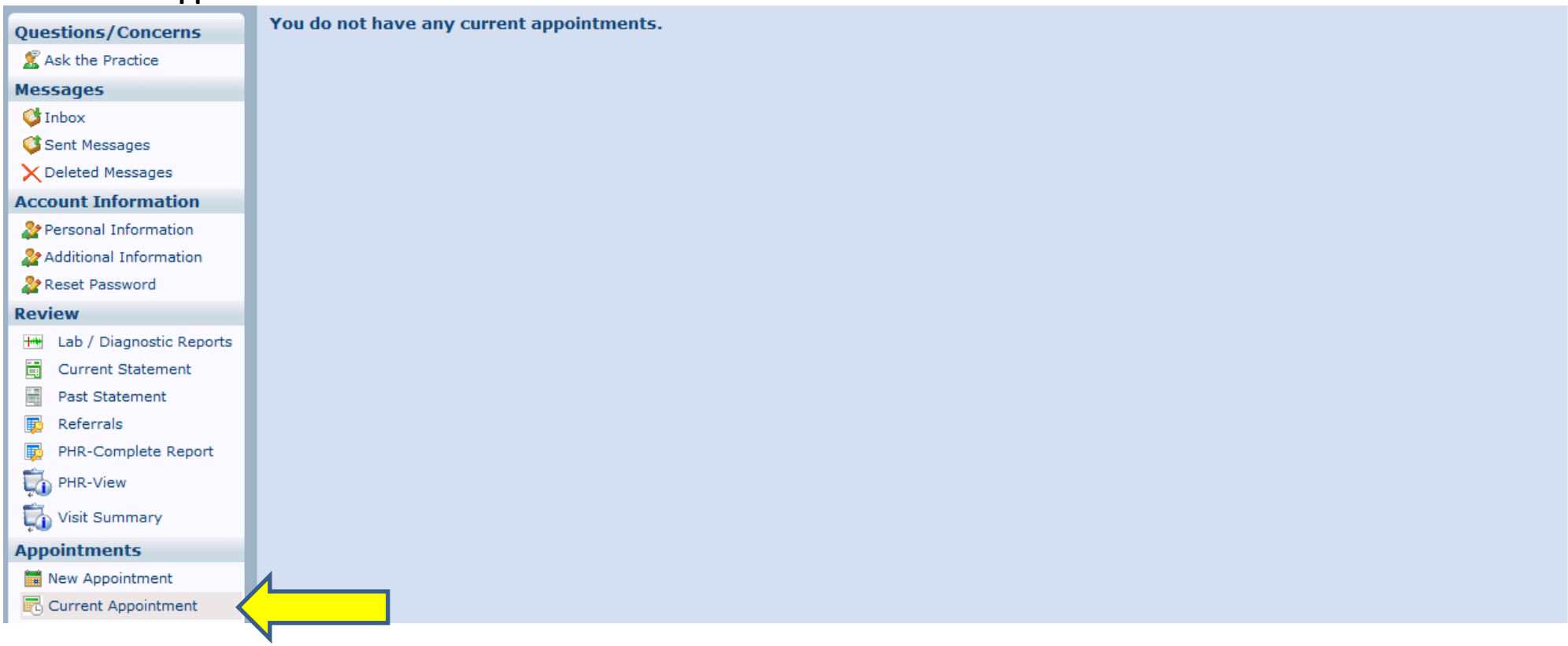
The **Visit Summary** link will allow you to pull up Visit Summaries from previous visits.

11 – New Appointment



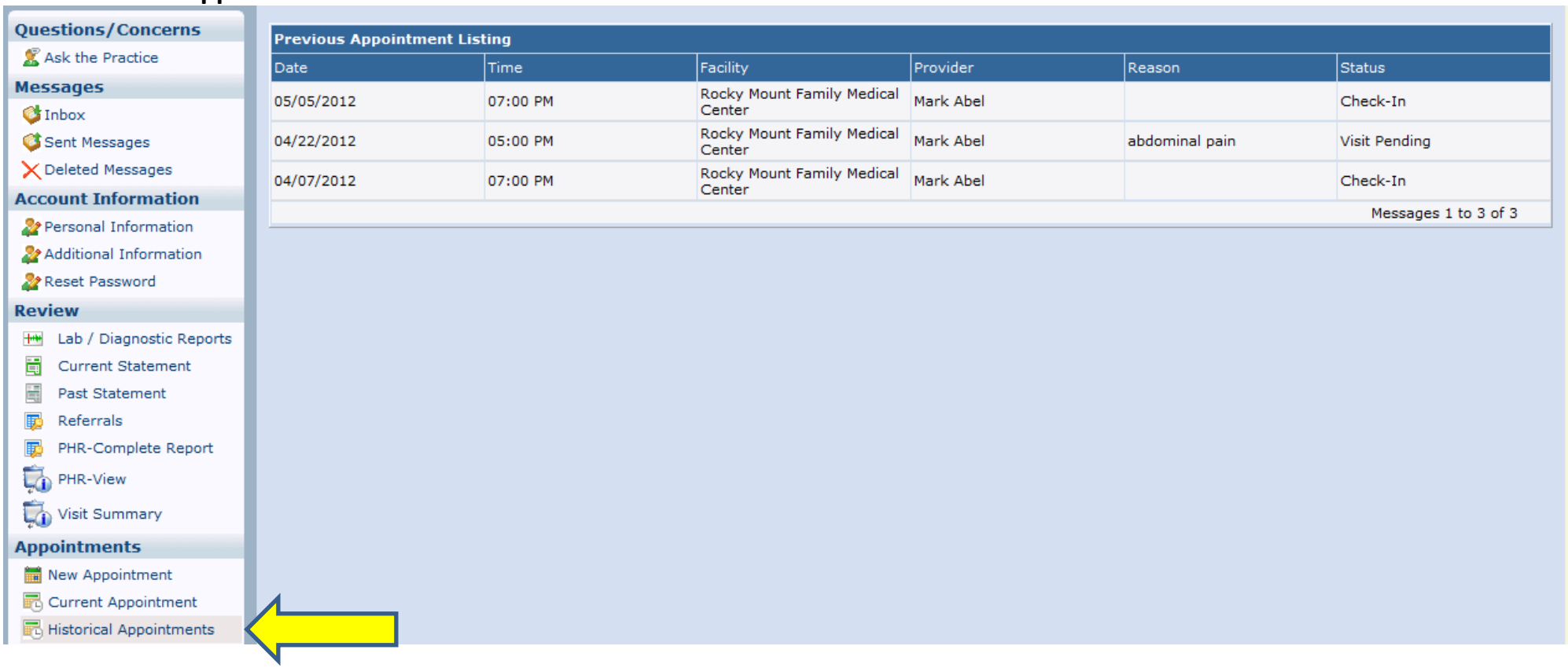
The New Appointment link will bring you to a form that will allow you to request a New Appointment. (**Please Note:** The appointment must be reviewed and entered by Customer Service before the appointment is actually made. Someone from Customer Service will contact you either by Patient Portal, or call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

12 – Current Appointment



The **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

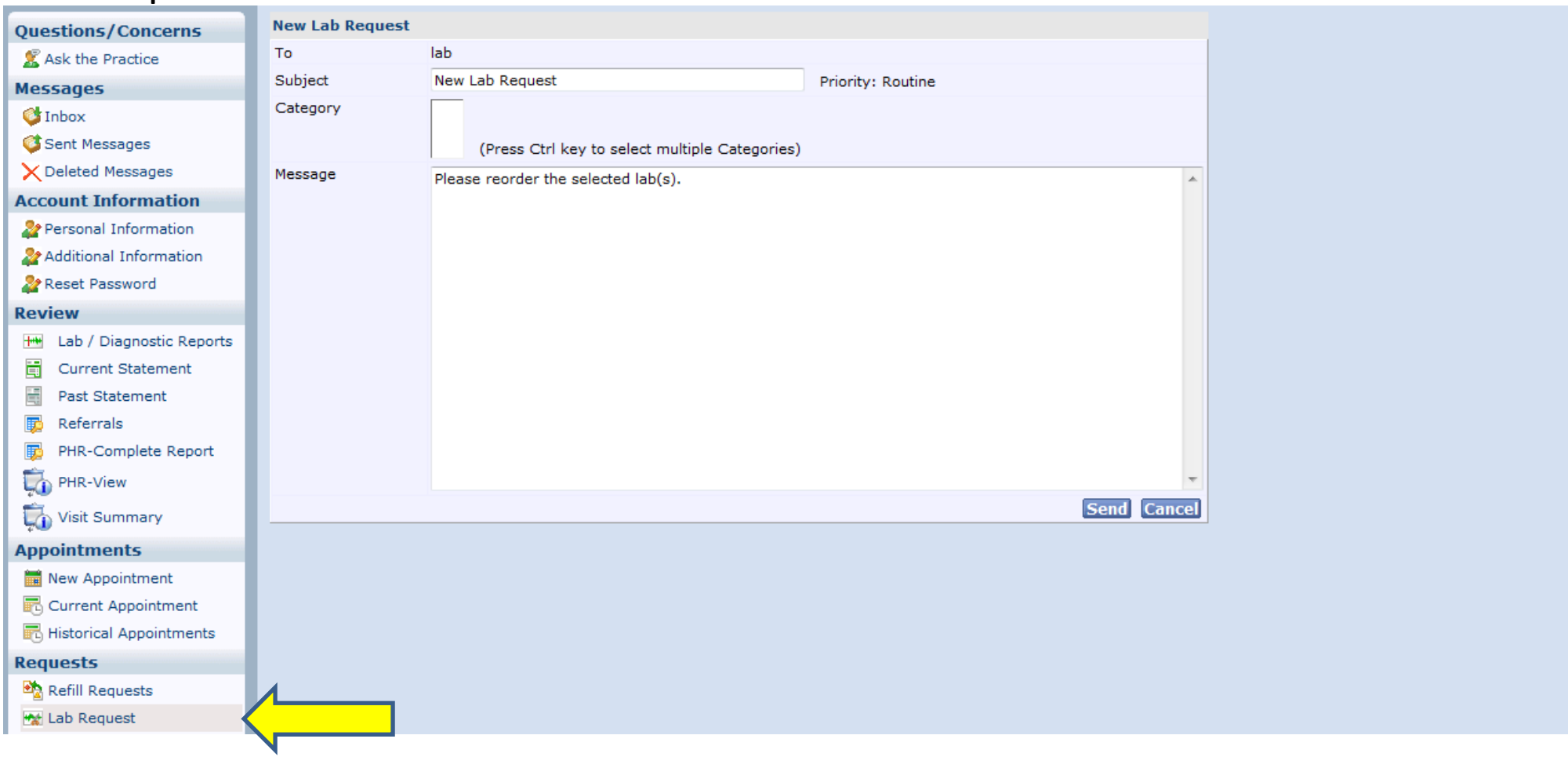


The **Historical Appointments** link will bring up all past appointments you've had with RMFMC.

14 – Refill Requests

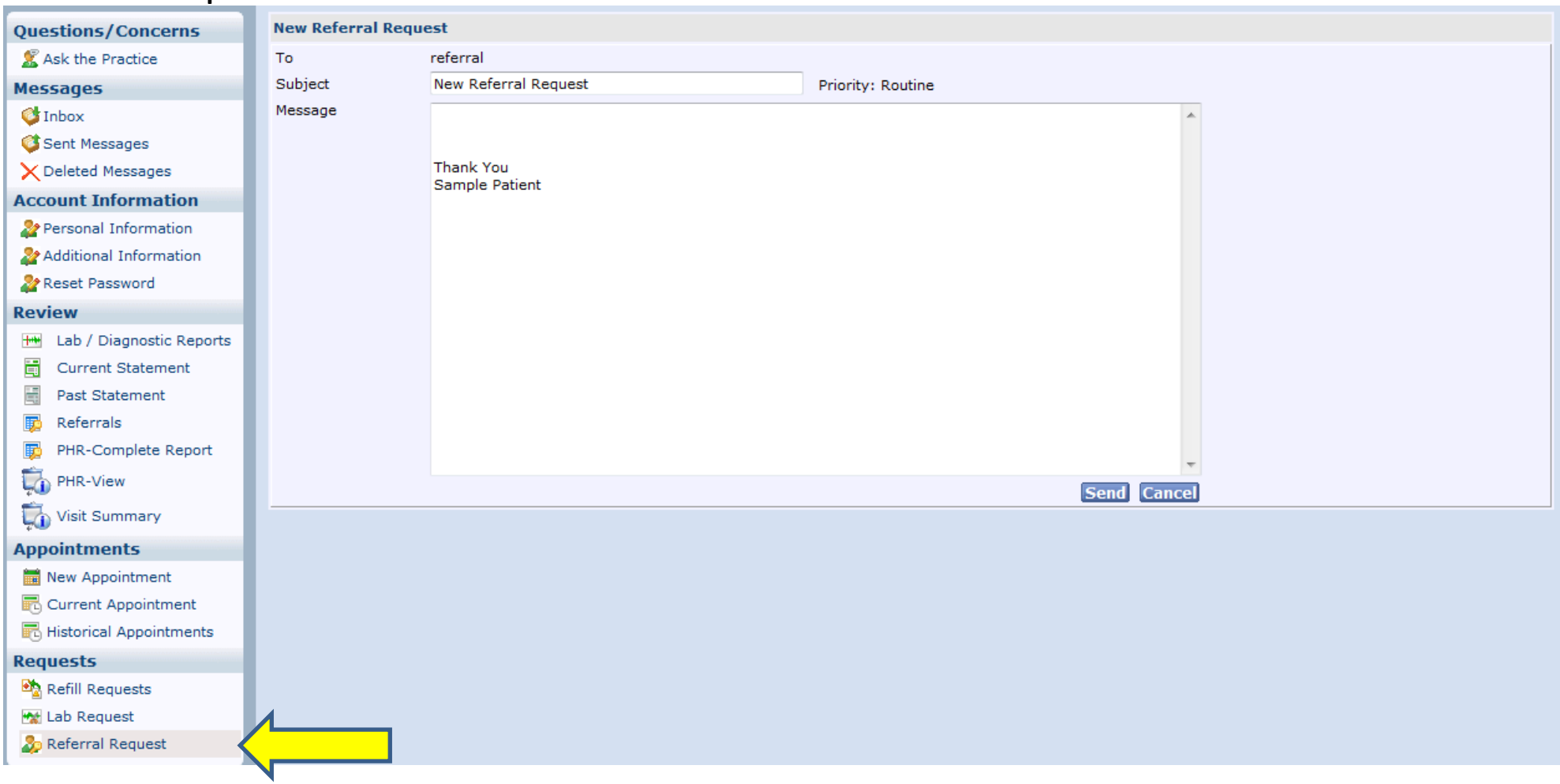
The Refill Requests link will allow you to request refills for your medications. The request will go to a nurse, who in turn will send the request to your provider. If the provider approves it, your refill request will be filled and you will receive a message in your portal stating so.

15 – Lab Requests



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



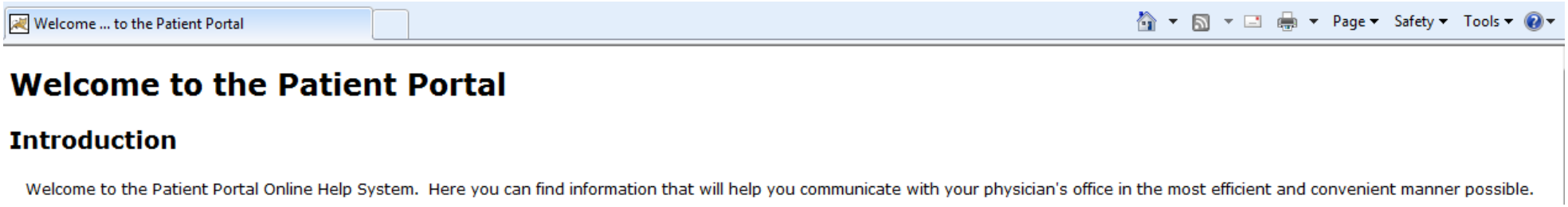
The **Referral Requests** link allows you to request to have a referral made to a provider outside of RMFMC, on your behalf. Once the referral is made for you, you will receive notification.

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.



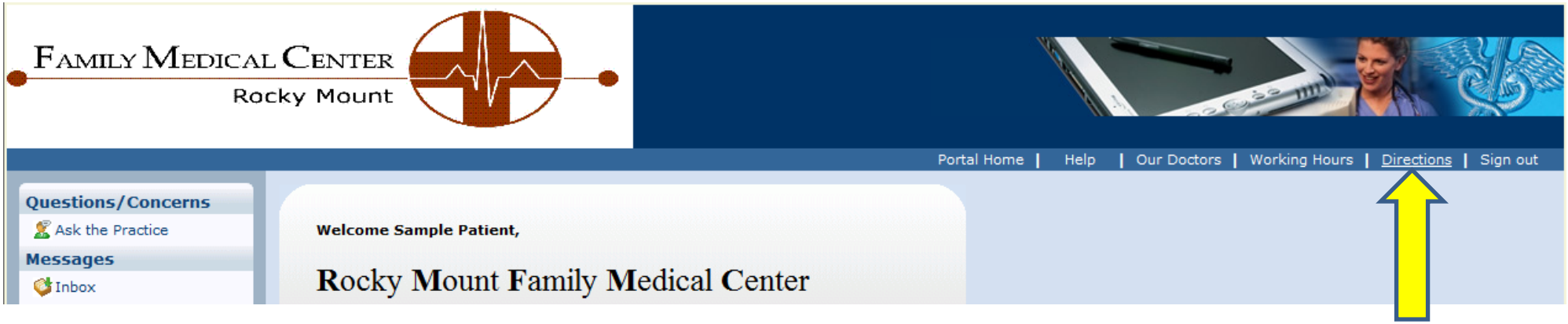
19 – Our Doctors

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

20 – Working Hours

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

21 – Directions



The **Directions** link will open up in a new window and bring you to RMFMC's webpage (www.rmfmc.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

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