



Patient Portal

Patient user guide

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1 Document

1.1 Purpose of this guide

This is a guide to help you use RIVIAM's Patient Portal.

The Patient Portal is a RIVIAM Digital Care product that enables you to manage your appointment bookings, communicate with your healthcare provider and keep up to date with relevant healthcare news and information.

You can access the Patient Portal using any device, including desktops, laptops and tablets. In the first section of this guide, we show you how to book an appointment using a mobile device and the guest login process.

We then continue to show the different aspects of the Patient Portal functionality using screenshots from a desktop point of view.

By reading this user guide, you will be able to log in to the Patient Portal, book a new appointment, manage existing appointments, and, if configured, share important information with your healthcare provider to ensure you receive the best possible care. You can also keep up to date with communications and the latest news.

2 Background

2.1 What is the RIVIAM Patient Portal?

The RIVIAM Patient Portal is a secure online platform that empowers you to manage your healthcare appointments. It allows you to easily book, change and cancel appointments, giving you greater control over your care, improving your experience and reducing missed appointments.

You can access the Patient Portal on any device, including desktops, laptops and tablets.

2.2 Benefits of the RIVIAM Patient Portal

The RIVIAM Patient Portal offers significant benefits for patients, clinical teams and administrative staff:

For you:

- **Empowered appointment management:** You can easily book, change and cancel appointments, putting you in control of your schedule.
- **View appointment communications:** You can view emails and SMS messages received from your healthcare provider.
- **Personalised care:** You can share important information about what's important to you with your healthcare provider, ensuring personalised care. *
- **Safe and secure:** You can be confident in the secure management of your data and how it is shared with the healthcare provider. You can read more about this in the FAQs presented in the portal.
- **Accessibility and ease of use:** RIVIAM has focused on providing a service which you can access your existing NHS login information and which is easy to navigate and use.

For your clinical teams:

- **Efficient clinic management:** RIVIAM's Patient Portal streamlines clinic management, improving efficiency for your healthcare provider.
- **Improved patient understanding:** Clinical teams can securely access the information you share to tailor communication and provide optimal care. *

For healthcare administrative teams:

- **Reduced administrative burden:** By enabling you to book your own appointments, it reduces administrative workload.
- **Fewer missed appointments:** Easy cancellation and rebooking options minimises missed appointments, improving efficiency and reducing costs.
- **Optimised clinic scheduling:** The Patient Portal helps avoid overbooking and effectively manages waitlists, including last-minute cancellations.
- **Cost-effective communication:** Digital communication saves time and reduces printing and postage costs.

**This 'About Me' functionality allows you to complete an online form to share information on what is important to you when receiving care. For this information to be visible to healthcare professionals, it must be included in the healthcare organisation's software package agreed with RIVIAM.*

3 How patients are invited to book an appointment.

The healthcare provider will create referrals for patients who need a consultation with a clinic appointment. Patients are then placed on a waiting list based on the urgency of their appointment.

When an appointment is available to book, you will receive an SMS message inviting you to log into the Patient Portal and book an appointment for that referral.

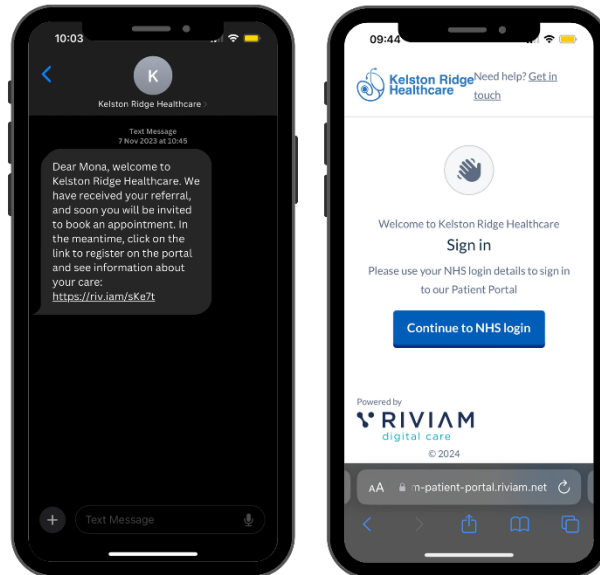
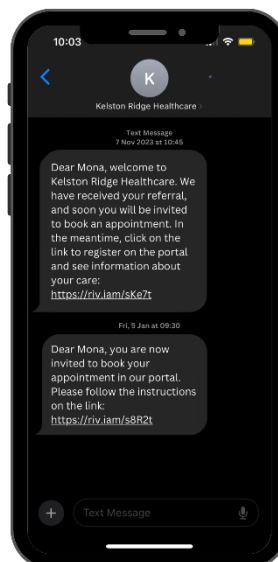


Figure 1 SMS invitation to register for Patient Portal.



You will receive another SMS message when the appointment slots are available to book.

Figure 2 SMS invite to book appointment.

4 Patient Portal login

4.1 Overview

You have two options when logging into the RIVIAM Patient Portal. You can either

1. Login using NHS login credentials.
2. Login as a Guest.

To manage your appointment, please use your NHS login credentials. You can then change, cancel or amend the appointment as necessary.



Please note that if you use a Guest login, you cannot cancel or amend a booking after it has been made. You will have to use an NHS login to access the Patient Portal to do this.

4.2 Login using existing NHS login credentials

To log in using the NHS login, select **Continue to NHS login**.



To login

1. Enter your email address.
2. Enter your password. There is a password reset link if you cannot remember your password.
3. Enter the passcode that will be emailed to your email address.

If you do not have an NHS login, you can enter your email and follow the on-screen instructions to set up a new account with a password.

4. Once logged in, you will be asked to agree to share your NHS login information with the RIVIAM Patient Portal. If you do not agree to share the information, you will not be able to use the NHS login to access the RIVIAM Patient Portal. To agree, select I agree.

Figure 3 Patient Portal registration page.



Please note that only patients invited to join the portal can log in.

4.3 Book an appointment as a Guest

If you choose to book an appointment using a Guest login, you will be asked to confirm your identity. Please complete the following fields:

- First name.
- Surname.
- Date of birth (DD/MM/YYYY).
- Postcode.

Then select **Continue**.

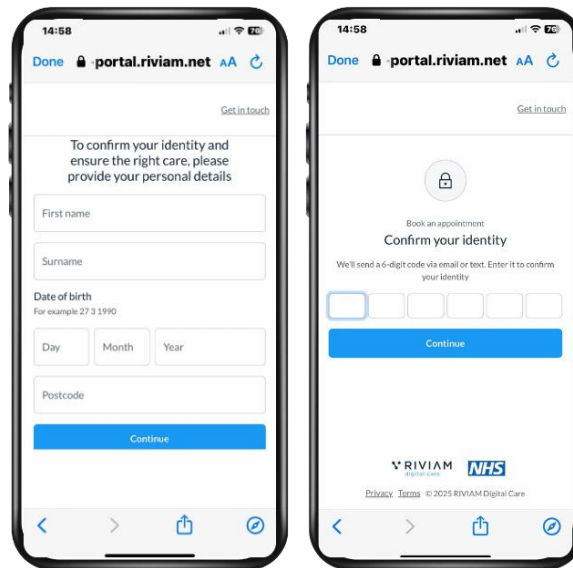


Figure 4 Confirm your identity.

You will be asked to enter a 6-digit code, which will be sent to you via your email address. Enter the code and select '**Continue**'.

4.4 Referrals ready to book an appointment

A list of referrals will appear. Referrals with a check box are ready to book an appointment. You can book multiple referrals for the same service (e.g. Physiotherapy or Hand Therapy) together. However, different services must be booked separately. Choose the service you would like to book an appointment for, then click '**Confirm and continue**' to save your selection and proceed.

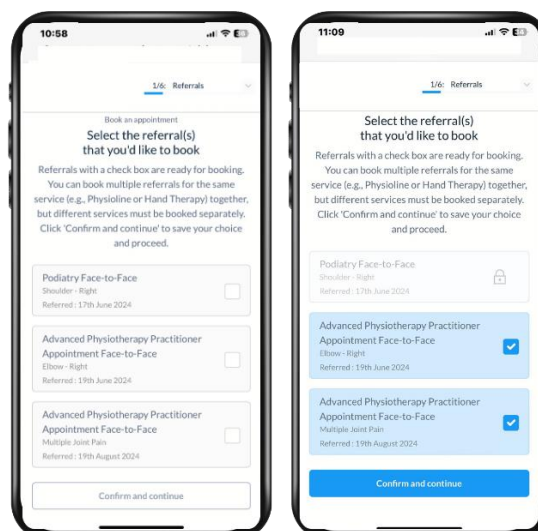


Figure 5 Choose the referral(s) you would like to book.

4.5 Choose a location and date of appointment

You will then be asked to select the location for your appointment. Select your preferred location and click '**Confirm and continue**' to save your choice and proceed. A calendar view of the dates where appointments are available to book will appear.

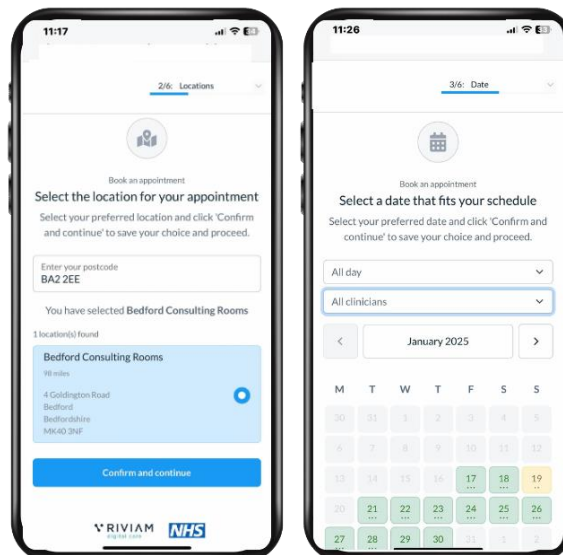


Figure 6 Choose the location and date of the appointment.

Availability is colour coded.

- Green = Good availability
- Amber = Limited availability
- Red = Low availability



If you would like to display appointment slots at a particular time, you can change the 'All day' option to display either Morning-only or Afternoon-only appointment slots. Applying these filters will update the availability displayed in the calendar view.

4.6 Choose a clinic slot time and clinician

You can choose a clinic slot time and the clinician you would like to visit.

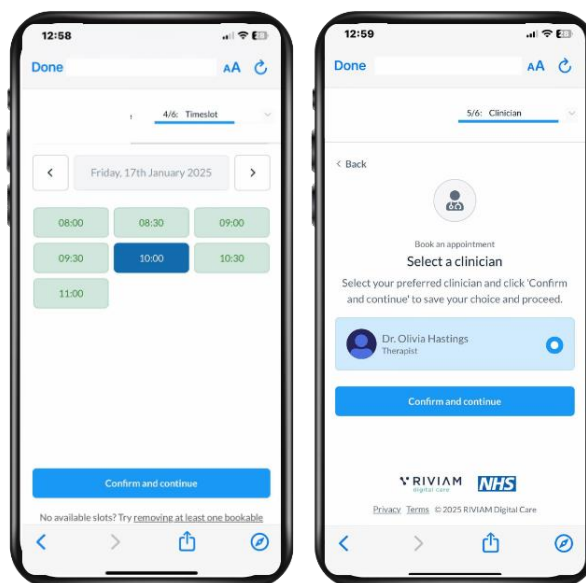


Figure 7 Choose a timeslot and clinician.

If there are no available dates, try removing at least one bookable referral if you have selected two or more, or change the location and try again.

Select the date you would like to attend and **'Confirm and continue'**.

The appointment slot times will appear and be coloured green if available to book. Choose the time you would like to attend and click **'Confirm and continue'**.

Select your preferred clinician available at that time and click **'Confirm and continue'** to save your selection and proceed.

4.7 Review and request your booking

Review your selection. If no amendments are required, **'Confirm and book your appointment'**. Select the edit symbol in the relevant field if you want to make changes and revisit any of the booking steps again.

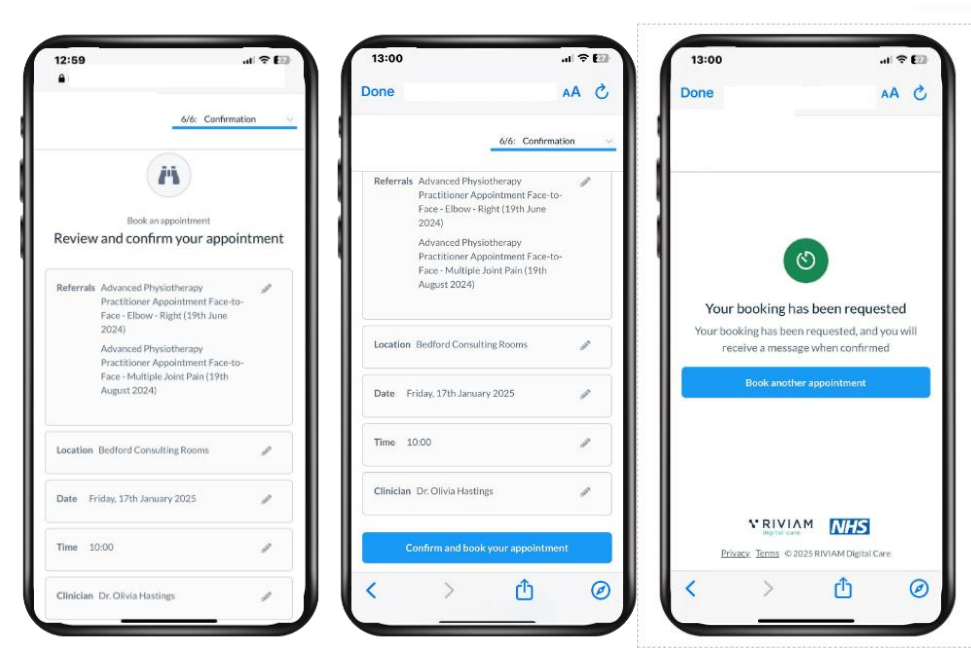



Figure 8 Review the selection and confirm.

A message will appear saying that your booking has been requested. You can choose to book another appointment or close the screen.

	You will receive a confirmation email and an SMS message if your booking is confirmed.
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5 Patient Portal

5.1 Dashboard

Once logged in, the Patient Portal dashboard will be displayed.

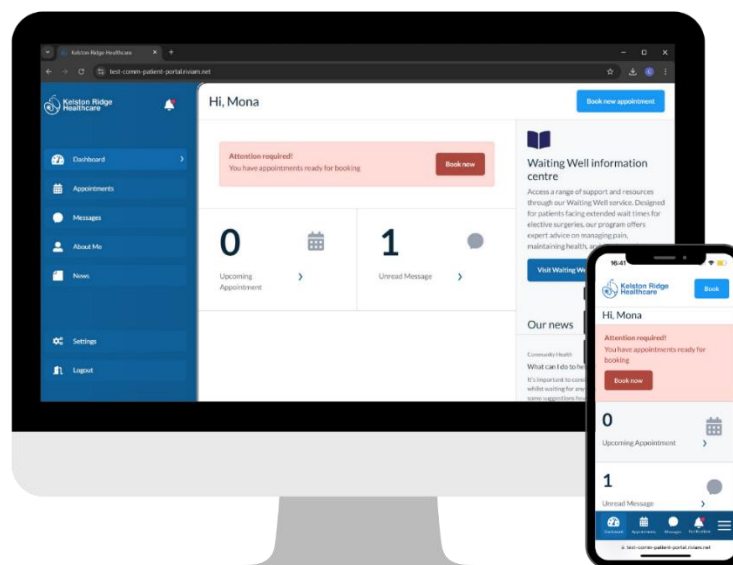


Figure 9 Patient Portal desktop view.

The dashboard will display shortcuts to any actions that require attention, such as referrals where a booking can be made.

- A Book an appointment button.
- Details of upcoming appointments.
- Unread messages.
- Latest news from the healthcare provider.

You can click any shortcuts or options on the left-hand menu for further details.

5.2 Appointments page

The Appointments page allows you to book a new appointment or view/cancel any existing appointments. You can use the filters at the top right to view either

- Upcoming appointments
- Past appointments
- Cancelled appointments.

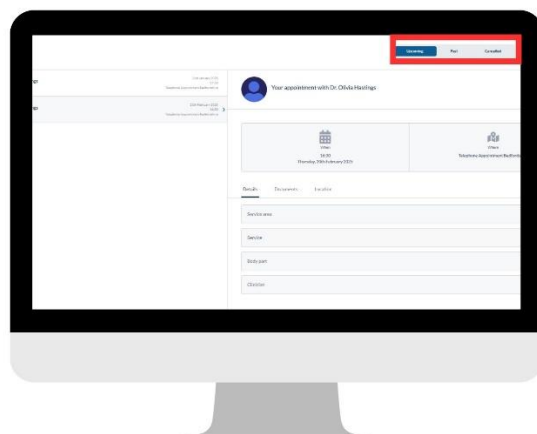


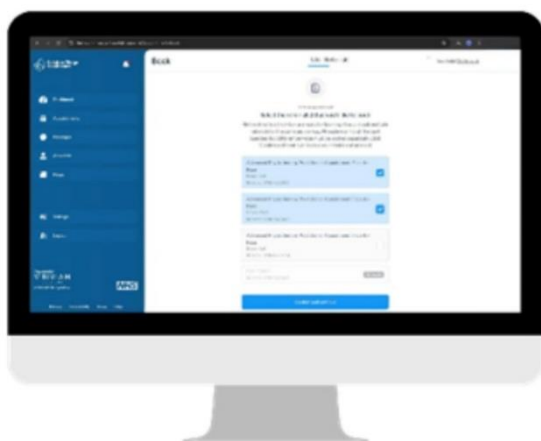
Figure 10 Past, upcoming or cancelled appointment filters.

5.2.1 Book a new appointment

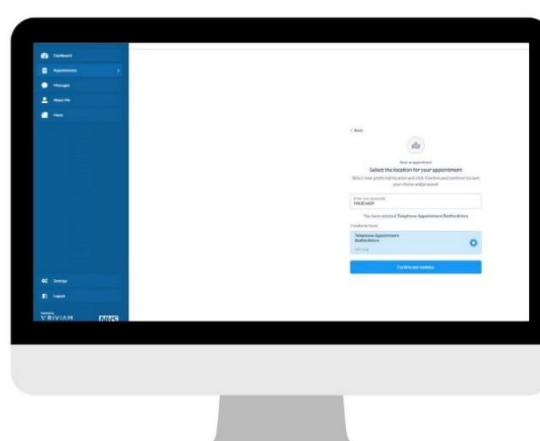
The 'Book now' or 'Book a new appointment' button will start the appointment booking process as shown below, where you can.

- View a list of referrals where you have been invited to book an appointment.
- Choose the location of your appointment.
- Choose a date for the appointment.
- Choose a clinic slot time.
- Choose the clinician.
- Review and request your appointment.

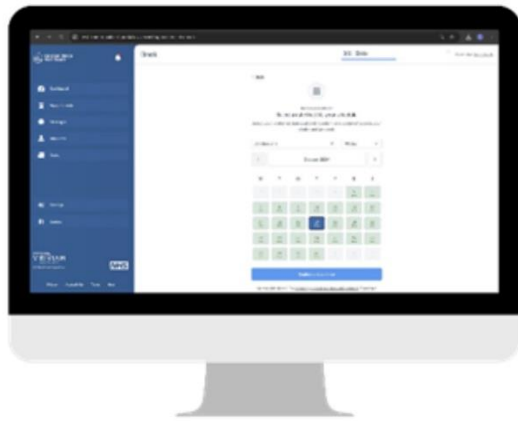
The experience is very similar to that explained above when booking as a guest.



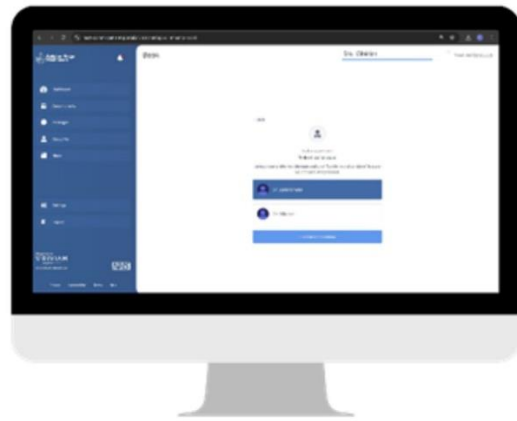
Select the referrals for which you would like to book an appointment for, confirm and continue.



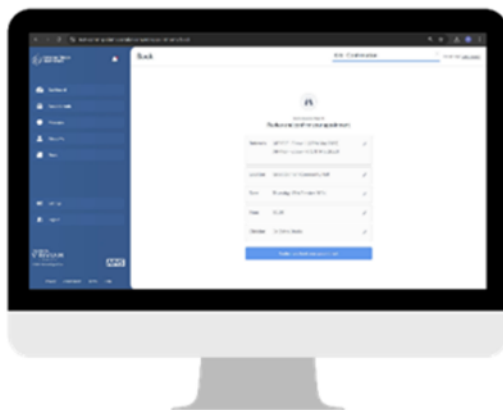
Choose the location of the appointment, confirm and continue.



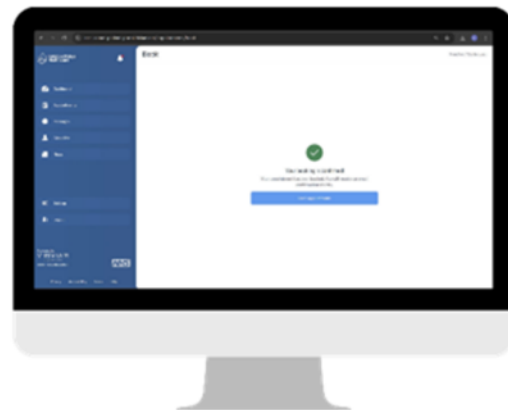
Choose a date and time slot, confirm and continue.



Select a clinician, confirm and continue.



Confirm and book your appointment.



Your booking has been requested.

Figure 11 The appointment booking process.

5.2.2 View appointment details, documents and location

To view the details of an appointment, select the appointment you wish to view, and on the right-hand side, the appointment details will appear. There are additional filters where 'Details' is the default

view; however, you can change it to view any supporting documents relevant to this appointment (coming soon) or details of the appointment location.

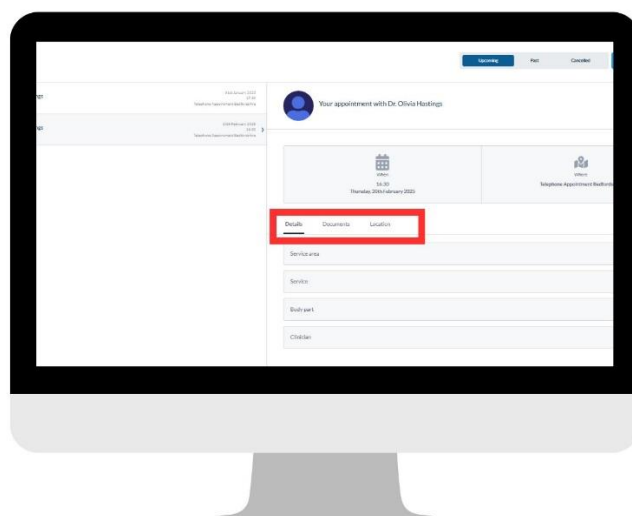



Figure 13 View appointment details, documents or location details.

	Please note that viewing supporting 'Documents' will be coming soon.
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5.2.3 Cancel an appointment

If you would like to cancel your appointment, select the appointment you wish to cancel. The appointment details will appear, and a red cancel appointment button will be at the bottom. Select this to cancel the appointment. You can then rebook your appointment by selecting 'Book appointment' at the top right of the screen.

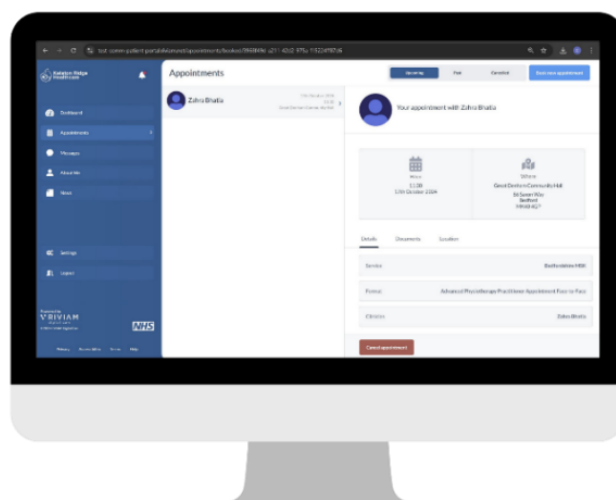


Figure 14 Cancel your appointment.

You will receive an email and/or SMS confirming your cancellation.

As soon as your referral is ready to re-book, you should receive an email and/or SMS. This may be immediately.

6 Messages

The Messages page lets you view email and/or SMS communications between you and the healthcare provider. Each communication has a date and timestamp associated with it.

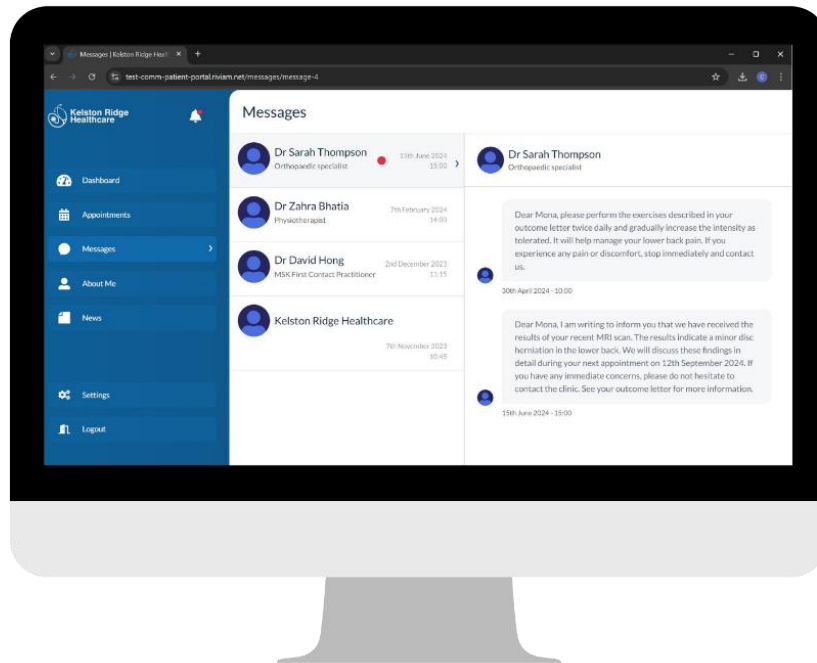


Figure 15 Messages.



Please note that patients cannot reply to messages received from clinicians.

7 About Me

The 'About Me' section will be available if the healthcare provider has included this functionality. Here, you can share essential information with your healthcare professionals about what matters to you so that they can provide the best possible service and care. The questionnaire follows the Professional Record Standards Body (PRSB) Guidelines. This standard has been created by PRSB working with patients and professionals and is used across the NHS.

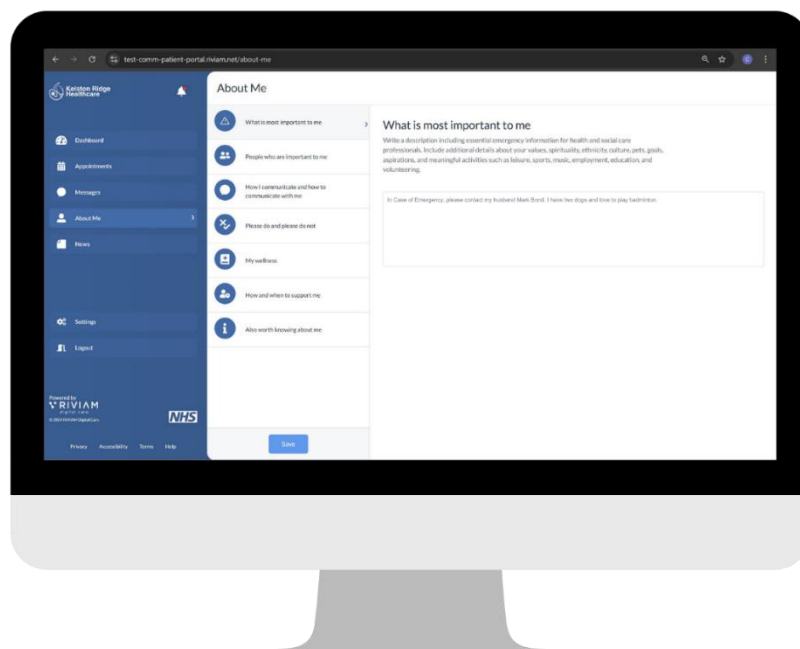


Figure 14 About me information.

To add this information, select each section of the form, enter the information you would like to share in the text box and select **Save**. You can amend or update this information anytime; select **Save** after any amendments.

8 News

This section is where you can stay updated with the healthcare provider's latest news and updates. To view an article, simply choose it and full details are displayed on the right-hand side.

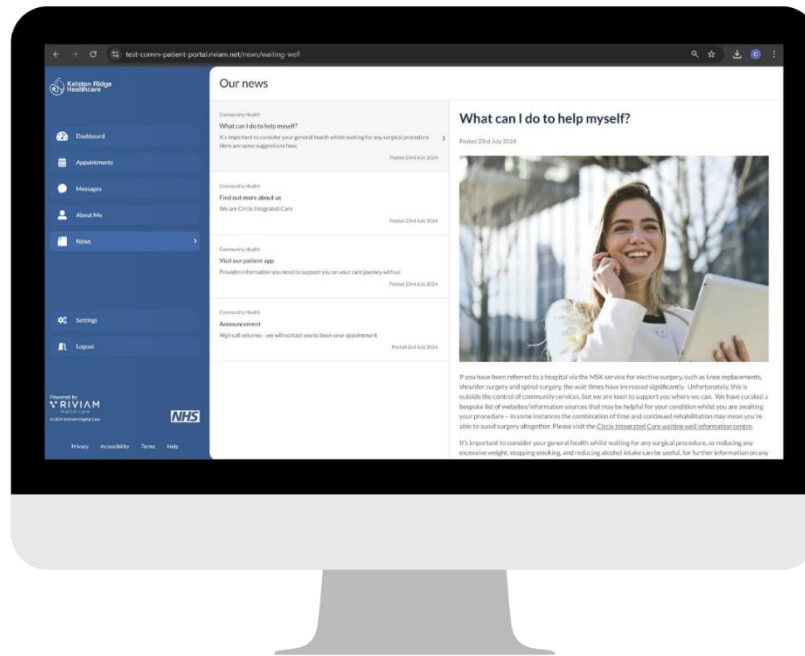


Figure 16 News.

9 Settings

In Settings, you can manage your NHS login account details. A link will redirect you to your NHS account, where you can view contact details and manage your NHS login and security settings as required.

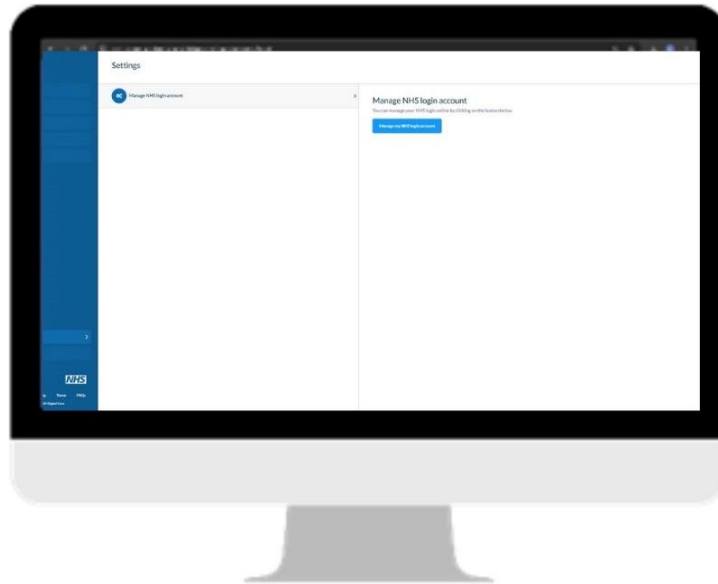


Figure 17 Settings.

10 Logout

To log out of RIVIAM's Patient Portal, use the 'Log me out' button.

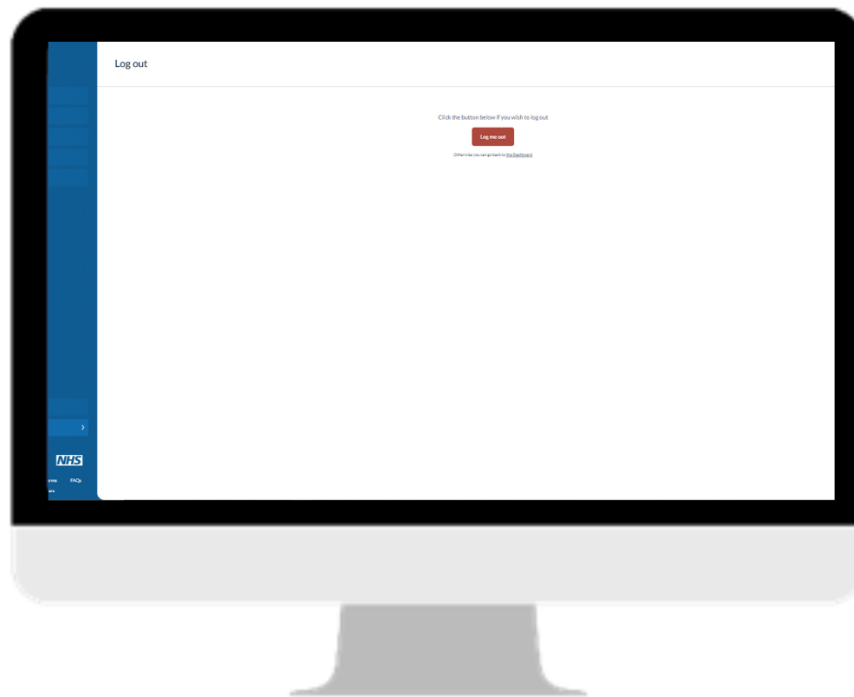


Figure 17 Logout of Patient Portal.

11 Links to Privacy policy, Accessibility, Terms and FAQs

11.1 Privacy Policy

Click on this link to view RIVIAM's Privacy Policy and learn how we manage and protect your data.

11.2 Accessibility

At RIVIAM, we aim to ensure that as many people as possible can access and use the portal with ease and independence. Click on this link to view the full details of our accessibility policy.

11.3 Terms

This is a link to the healthcare provider's Terms of Use.

11.4 FAQ's

The FAQ link in the Patient Portal will list commonly asked questions so that you can find answers quickly.

12 What do you do if you need support?

12.1.1 General enquiries about your appointment

If you have a general how-to question or need to contact a member of staff regarding your clinical appointment, please contact your healthcare provider as they will be able to help you with these enquiries.

12.1.2 NHS login issues,

Please follow NHS login instructions to reset your password or to resend authentication codes.

12.1.3 For Patient Portal technical support

If you are having technical issues using the portal, RIVIAM support is provided Monday through Friday, 9.00 a.m. to 5.30 p.m. The primary route for raising queries is the email address support@riviam.zendesk.com.