



# Pre-Registration for Virtual Visits

Before your scheduled appointment, you will be able to pre-register for your virtual visit via The Richland Hospital and Clinics (TRHC) Health Portal homepage found at [My.RichlandHospital.com](https://My.RichlandHospital.com).

Pre-registering via the TRHC Health Portal must be completed more than 15 minutes prior to your scheduled appointment time and check-in.

## GETTING STARTED

Log in to the TRHC Health Portal using your established credentials. After logging in, and when viewing your/the patient's Health Portal dashboard, please click the blue button that says **Pre-register**.

Krista Ambtest

Messages Health Record Medications Appointments Profile

Virtual Visit begins at 4:00 pm CST  
You may check in at 3:30 pm CST [Test Connection](#)

Virtual Visit at RH Clinics - Family Prac/OB on 12/05/2022  
at 4:00 pm CST [Pre-register](#)

Announcements  
Testing Announcements for the home page of the portal.


What's New Within the Last 7 Days  
You have new Appointment activity.

Upcoming Appointments

# PATIENT PROFILE INFORMATION REQUEST

You will then be prompted to verify/complete information for your/the patient's profile. Once this information is verified or completed, please click **Next**.

Log Off

 **Krista Ambtest's Appointments**

**Pre-Registration**  
You may pre-register for your upcoming appointment. Simply review your information, select 'CONTINUE' and update information if needed. When you are finished, select 'SUBMIT'. Please stop at the Richland Hospital Registration desk on the day of your appointment to complete your registration.

**Step 1: Patient Profile**

Preferred First Name

Pronouns

Address

City

State

Zip code

Phone 1:

Phone 2:

Email

Marital Status

Race

Religion

Mother's Name

# EMPLOYER INFORMATION

Next you will be asked to verify/complete your/the patient's Employer information. Once this information is verified or completed, please click **Next**.

**THE RICHLAND HOSPITAL** Log Off

**Krista Ambtest's Appointments**

**Pre-Registration**  
You may pre-register for your upcoming appointment. Simply review your information, select 'CONTINUE' and update information if needed. When you are finished, select 'SUBMIT'. Please stop at the Richland Hospital Registration desk on the day of your appointment to complete your registration.

**Step 2: Employer**

Employer Name

Address

City

State

Zip code

Phone:

Occupation

Status

# CONTACT INFORMATION

Next you will be asked to complete your/the patient's contact information. Once this information is verified or completed, please click **Next**.

The screenshot shows a web interface for 'Krista Ambtest's Appointments'. At the top right, there is a 'Log Off' link. Below the header, there is a 'Pre-Registration' section with instructions: 'You may pre-register for your upcoming appointment. Simply review your information, select 'CONTINUE' and update information if needed. When you are finished, select 'SUBMIT'. Please stop at the Richland Hospital Registration desk on the day of your appointment to complete your registration.'

The main section is titled 'Step 3: Contacts' and contains a 'Primary Contact' form with the following fields:

- First Name (required) [text input]
- Middle Name [text input]
- Last Name (required) [text input]
- Address [two stacked text inputs]
- City [text input]
- State [dropdown menu, currently showing '<None>']
- Zip code [text input]
- Phone 1: [text input]
- Phone 2: [text input]
- Relationship to Patient [dropdown menu, currently showing '<None>']

Below the primary contact fields is a 'Secondary Contact' section with a checkbox labeled 'Same as Primary Contact' which is checked.

At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Next'. A yellow arrow points to the 'Next' button.

# IDENTIFICATION

Now, you may upload your/the patient's identification information by clicking on the blue **Add Identification** hyperlink – simply select the type of identification and upload images.

The screenshot shows a patient portal interface for Krista Ambtest's appointments. At the top right, there is a 'Log Off' link. Below the patient name, there is a 'Pre-Registration' section with instructions: 'You may pre-register for your upcoming appointment. Simply review your information, select 'CONTINUE' and update information if needed. When you are finished, select 'SUBMIT'. Please stop at the Richland Hospital Registration desk on the day of your appointment to complete your registration.' Below this is 'Step 4: Review Identification' with the text 'No Current Forms of Identification Available' and 'Please bring a valid form of identification to your appointment or add new identification below.' A blue hyperlink 'Add Identification' is located at the bottom right of the main content area, with a yellow arrow pointing to it.

This screenshot shows a dialog box titled 'Add Identification Photos'. It has a close button (X) in the top right corner. Below the title, there is a label 'ID Type:' followed by a dropdown menu. The dropdown menu is currently open and displays 'Select one' with a downward arrow.

This screenshot shows the 'Add Identification Photos' dialog box with the 'ID Type' dropdown menu set to 'Driver's License'. Below the dropdown, there is a message: 'Please add photos of both sides of your Driver's License.' There are two upload buttons, each labeled 'No Photo Uploaded'. Below each of these buttons is a blue button labeled 'Add Front' and 'Add Back' respectively.

# INSURANCE INFORMATION

Now, you can review, add, or change your/the patient's insurance information. By clicking the blue **Add Insurance** hyperlink, you will be prompted to upload insurance card images.

THE RICHLAND HOSPITAL  
OF GEORGIA

Log Off

Krista Ambtest's  
**Appointments**

**Pre-Registration**  
You may pre-register for your upcoming appointment. Simply review your information, select 'CONTINUE' and update information if needed. When you are finished, select 'SUBMIT'. Please stop at the Richland Hospital Registration desk on the day of your appointment to complete your registration.

**Step 5: Review Insurance**

MEDIACAID  
Do you still have MEDIACAID? (required)

Yes  No

Please bring your insurance card(s) to your appointment or upload new photos below.

Upload Photos

No Insurance Card Images Available

Add Insurance

**Add Insurance Photos**

Please add photos of both sides of your insurance card.

No Photo Uploaded

Add Front

No Photo Uploaded

Add Back

# REVIEW AND/OR ADD MEDICATIONS

Next, you may review and/or add your/the patient's current medications by clicking the blue **Add Medication** hyperlink at the bottom of the screen.

The screenshot shows the 'Pre-Registration' section for Krista Ambtest's appointments. It includes a 'Pre-Registration' heading and instructions. Below is 'Step 6: Review/Update Medications' with a table of current medications. A yellow arrow points to the 'Add Medication' link at the bottom right of the medication list.

Medications	Remove
azithromycin 250 mg See Additional Instructions	Remove
ciprofloxacin HCl 250 mg 250 mg orally every 12 hours	Remove
citalopram 20 mg 20 mg orally every day	Remove
insulin aspart U-100 100 unit/mL (3 mL) See Additional Instructions	Remove
lisinopril 10 mg 10 mg orally every day	Remove
metoprolol succinate 100 mg 100 mg orally every day	Remove
sumatriptan succinate 25 mg 25 mg orally once as needed for migraine headache	Remove
venlafaxine 150 mg 150 mg orally every morning	Remove
warfarin 2 mg 2 mg orally every other day	Remove

[Add Medication](#)

This screenshot shows the 'Add Medication' dialog box open over the medication list. The dialog box has a title bar with a close button, a label 'Medication (required)', a search input field with the placeholder text 'Enter at least three characters to search', and a 'Cancel' button.

**Step 6: Review/Update Medications**

Medications

azithromycin 250 mg See Additional Instructions	Remove
ciprofloxacin HCl 250 mg 250 mg orally every 12 hours	Remove
citalopram 20 mg 20 mg orally every day	Remove
insulin aspart U-100 100 unit/mL (3 mL) See Additional Instructions	Remove
lisinopril 10 mg 10 mg orally every day	Remove
metoprolol succinate 100 mg 100 mg orally every day	Remove
sumatriptan succinate 25 mg 25 mg orally once as needed for migraine headache	Remove
venlafaxine 150 mg 150 mg orally every morning	Remove
warfarin 2 mg 2 mg orally every other day	Remove

**Add Medication**

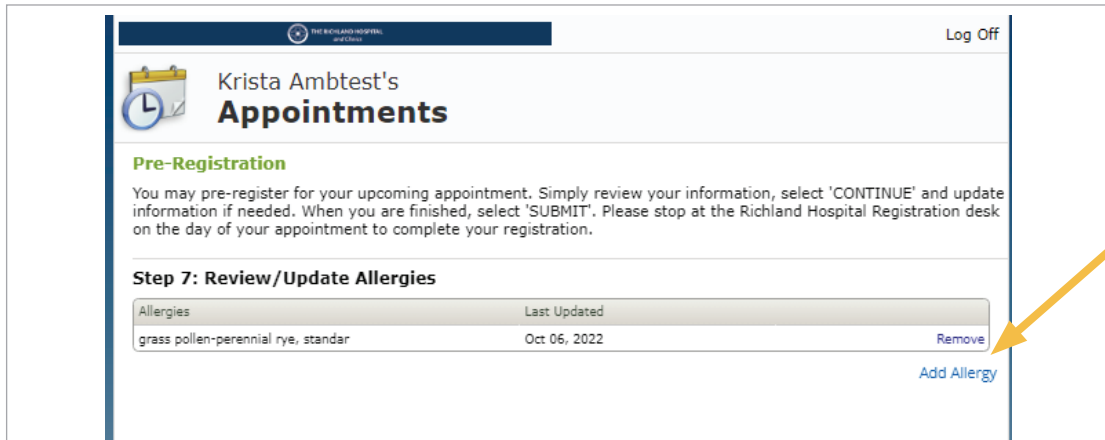
Medication (required)

Cancel

[Add Medication](#)

## REVIEW/UPDATE ALLERGIES

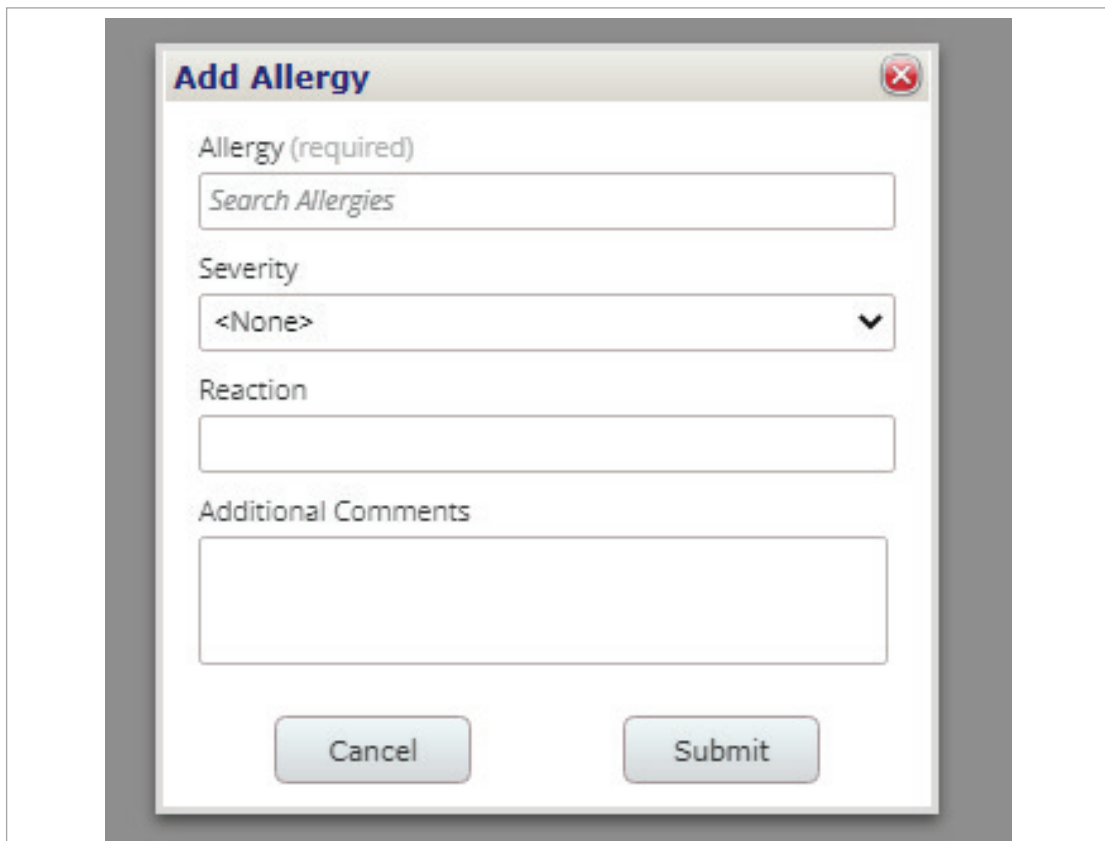
Next, you can review your/the patient's allergies on record, if any. To add an allergy to your electronic health record, click the blue **Add Allergy** hyperlink and complete the form fields.



The screenshot shows a patient's appointment page for Krista Ambtest. The page includes a 'Pre-Registration' section and a 'Step 7: Review/Update Allergies' section. The allergies table is as follows:

Allergies	Last Updated	
grass pollen-perennial rye, standar	Oct 06, 2022	<a href="#">Remove</a>

Below the table is a blue [Add Allergy](#) link, which is highlighted by a yellow arrow.



The 'Add Allergy' form contains the following fields and buttons:

- Allergy (required)**: A text input field with the placeholder text "Search Allergies".
- Severity**: A dropdown menu currently set to "<None>".
- Reaction**: A text input field.
- Additional Comments**: A larger text input area.
- Buttons**: "Cancel" and "Submit" buttons at the bottom.



# SUBMIT YOUR INFORMATION

With all steps completed, submit your/the patient's information via the **Submit** button at the bottom of the Allergy Update screen.

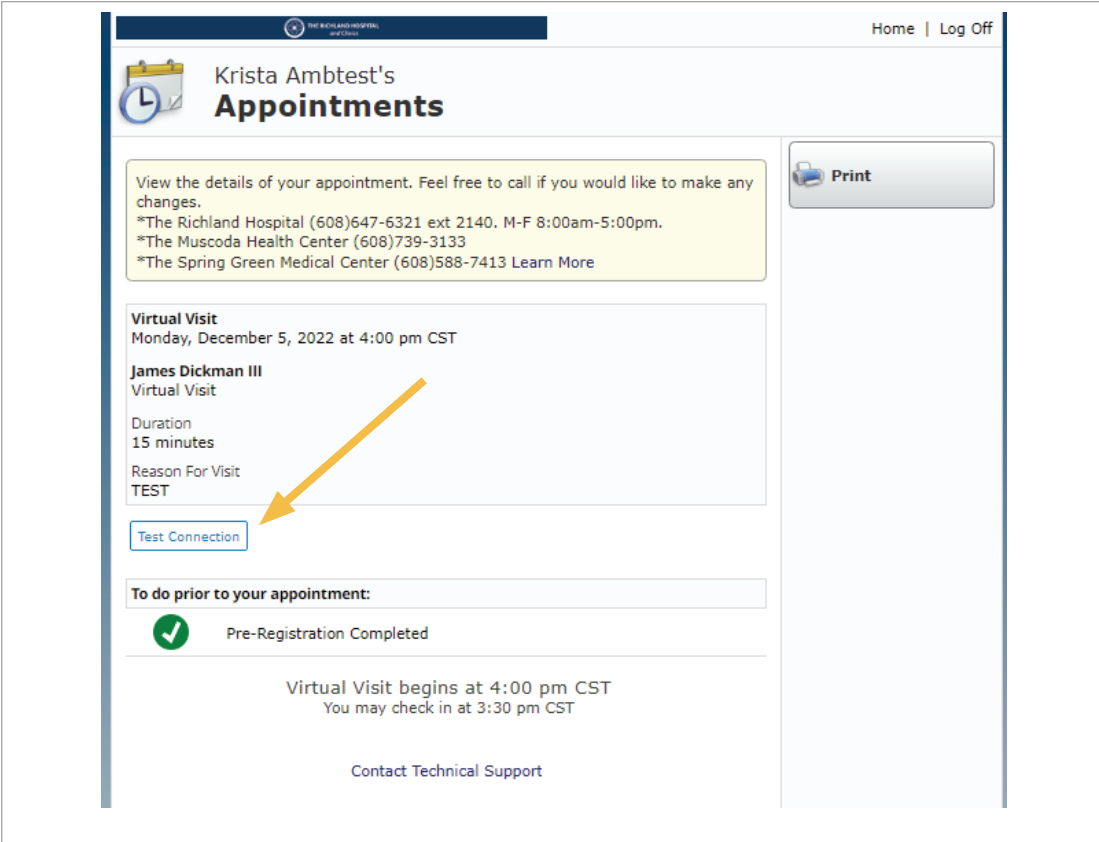
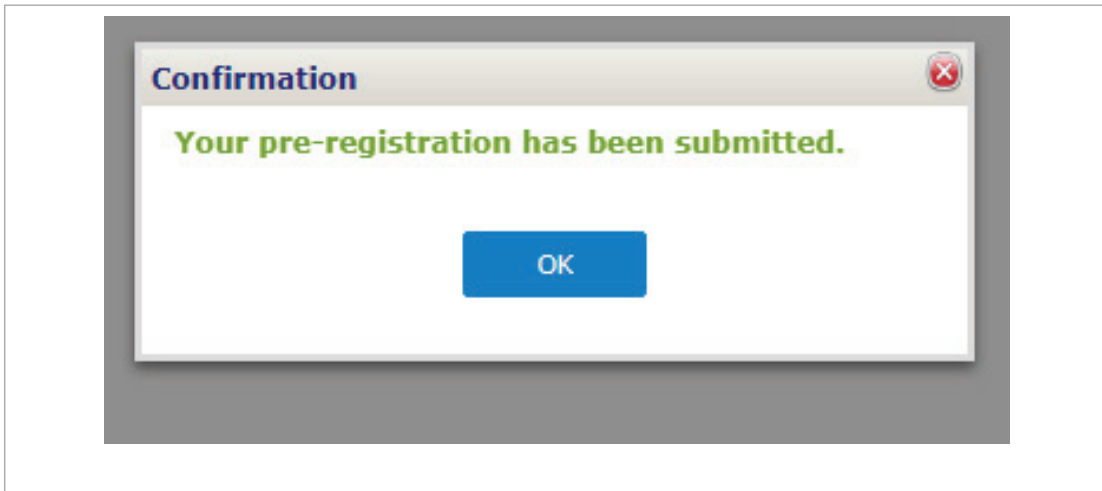
The screenshot displays a web interface for managing appointments. At the top, it identifies the user as 'Krista Ambtest's Appointments'. Below this, there is a 'Pre-Registration' section with a green heading and a paragraph of instructions. The main section is titled 'Step 7: Review/Update Allergies' and contains a table with the following data:

Allergies	Last Updated	
grass pollen-perennial rye, standar	Oct 06, 2022	<a href="#">Remove</a>

Below the table is a link for [Add Allergy](#). At the bottom of the screen, there is a navigation bar with three buttons: 'Cancel', 'Back', and 'Submit'. The 'Submit' button is highlighted in green, and an orange arrow points to it from the right side of the screen.

## CONFIRMATION AND TEST

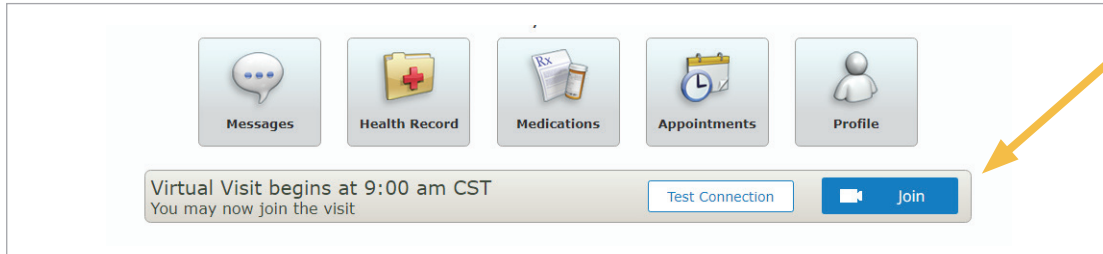
Once you've successfully submitted your/the patient's information, you will receive a confirmation notice. Now you may test the connection for your virtual visit – all details of your scheduled visit will be visible and your earliest check-in time listed at the bottom of the screen.



A screenshot of a patient's appointment details page. At the top, it says "Krista Ambtest's Appointments". Below this, there is a yellow box with text: "View the details of your appointment. Feel free to call if you would like to make any changes." followed by contact information for three locations: The Richland Hospital, The Muscoda Health Center, and The Spring Green Medical Center. A "Print" button is on the right. The main appointment details section shows: "Virtual Visit", "Monday, December 5, 2022 at 4:00 pm CST", "James Dickman III", "Virtual Visit", "Duration: 15 minutes", and "Reason For Visit: TEST". A blue button labeled "Test Connection" is highlighted with a yellow arrow. Below this is a "To do prior to your appointment:" section with a green checkmark and "Pre-Registration Completed". At the bottom, it states "Virtual Visit begins at 4:00 pm CST" and "You may check in at 3:30 pm CST". A "Contact Technical Support" link is at the very bottom.

## JOIN YOUR VIRTUAL VISIT

Fifteen minutes prior to the scheduled virtual visit, the blue **Join** button will appear on your screen. When you/the patient are ready to join, please click the blue **Join** button and wait for your provider to join the call and for the virtual visit to begin.



*Thank you!*



**THE RICHLAND HOSPITAL**  
*and Clinics*