



RACS Patient Portal FAQs

1) What is the Patient Portal?

The Patient Portal is a secure and user-friendly online platform, offering RACS clients a convenient means to access their personal information and communicate with their CSB providers.

2) What features and benefits are available in the Patient Portal?

The RACS Patient Portal can be used to:

- Request psychiatric medication management appointments
- Request medications refills
- View appointment summaries
- View diagnosis and medication lists
- Request medical records
- Pay RACS bills and account balances online

3) How can I register for the Patient Portal?

Obtain a registration key by contacting our Front Desk at 540-463-3141. They will generate a key which will be sent to the email address we have on file for you. The email will contain your registration key and a link to register for the portal. You then will need to enter in your name, date of birth and registration key to complete your portal registration.

4) How do I request an Appointment?

Click the “request appointment” button as shown below then enter in your preferred date and time in the appointment request message that comes up. Please keep in mind we may not have availability for your preferred date/time and that we are currently only scheduling psychiatric appointments. Once we receive your request our staff will call you to offer you an available appointment.

The screenshot displays the RACS Patient Portal interface. At the top right, it shows the user's last login: "Last Login: October 30, 2023 12:56 PM". Below this are links for "ESPAÑOL", "MY ACCOUNT", and "LOGOUT". The main content area is divided into three sections: "MH OP Test's next appointment is:" with a "REQUEST APPOINTMENT" button; "MH OP Test's medications:" with a "REQUEST A REFILL" button; and "MH OP Test's last statement balance:" showing a balance of "\$95.00" with a "MAKE A PAYMENT" button. Below these is a "New Message" form with fields for "Message to:", "Message Type:", and "Subject:", all containing "Appointment Request". A rich text editor is visible below the form, containing text about appointment requests and a section for "Extra Information" with fields for "Appointment Date:" and "Appointment Time:". At the bottom of the form are "SEND" and "CANCEL" buttons. On the left side, there is a navigation menu with options like Home, Activity Log, Attachments, Clinical Summary, Clinical Support, Contacts and Family, Diagnoses, Forms, Insurance, Lab Tests and Results, Medical Information, Medications, Messages (with a notification badge), Payments, Profile, Team, Users, and Visits.

5) How do I request a medication refill?

You can request medication refills multiple ways. First, you can select “medications” from the list on the left side of the screen and then click “refill” next to the medication you want refilled. This will generate a refill request message listing the medication you selected. Since you can only select one medication you may type in the names of additional medications you need refilled into that message. You can also click “request a refill” at the top of the screen and a message will be generated which includes the medication listed in the box when you select “request a refill”. You can add in the name of any medication prescribed by RACS into the refill request message. Our staff process your request and respond to the message within the portal to let you know the refill has been processed.

Welcome, MH Test

Last viewed:
You last viewed MH OP Test's information on:
October 30, 2023 12:56 PM

MH OP Test's next appointment is:
No next appointments scheduled
[REQUEST APPOINTMENT](#)

MH OP Test's medications:
1) Abbott-Hbe Ela 100-Test Kit (inactive)
[REQUEST A REFILL](#)

MH OP Test's last statement balance:
\$95.00
Next payment due on: October 5, 2018
[MAKE A PAYMENT](#)

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MH OP Test's Medications

This list includes only the approved medications

Date Approved	Medication	Dosage	Quantity	Filled At	REFILL
10/06/2022	suboxone injectable	Syringe monthly			REFILL
03/07/2022	fluoxetine 20 mg capsule	Capsule before breakfast	30		REFILL
03/06/2019	lorazepam 0.5 mg tablet	Tablet daily			REFILL
01/14/2019	polyethylene glycol 3350 17 gram/dose oral powder	Gram daily			REFILL
11/09/2018	Abbott-Hbe Ela 100-Test Kit (inactive)	Ampule			REFILL

1 - 5 of 6 items

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6) How to pay your balance?

Click “make a payment” at the top of the screen then enter your credit card information as shown below.

Welcome, MH Test

Last viewed:
You last viewed MH OP Test's information on:
October 30, 2023 12:56 PM

MH OP Test's next appointment is:
No next appointments scheduled
[REQUEST APPOINTMENT](#)

MH OP Test's medications:
1) Ela 100-Test Kit (inactive) 2) acetaminol
[REQUEST A REFILL](#)

MH OP Test's last statement balance:
\$95.00
Next payment due on: October 5, 2018
[MAKE A PAYMENT](#)

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New Payment: \$95.00

Any financial information provided will not be stored

Order Information

Total Amount (\$): \$95.00
Charge Type: SALE

Card Information

Card Number:
Expiry Date:
CVV:

Customer Information

First Name:
Middle Name:
Last Name:
Address 1:
Address 2:
City:
Country:
State:
Zip:

[Make Payment](#)

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7) How can I view a summary of my recent visits?

To view visit summaries, select “visits” at the bottom of the left-hand menu. Then select the “view summary” button to the right of the visit you want a summary for. A brief summary of the service you selected will be displayed on the screen. Please note some administrative ‘visits will not include a summary. See FAQ #8 for information about requesting copies of your record.

Welcome, MH Test

ESPAÑOL MY ACCOUNT LOGOUT

Last viewed:
You last viewed MH OP Test's information on:
October 30, 2023 12:56 PM

MH OP Test's next appointment is:
No next appointments scheduled
[REQUEST APPOINTMENT](#)

MH OP Test's medications:
e injectable 1) Abbott-H
[REQUEST A REFILL](#)

MH OP Test's last statement balance:
\$95.00
Next payment due on: October 5, 2018
[MAKE A PAYMENT](#)

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MH OP Test's Visits

Date of Visit	Visit Type	Visit Summary
10/09/2023	C/R Service	VIEW SUMMARY
10/10/2023	No Show/La	
10/12/2023	CM	VIEW SUMMARY
10/12/2023	MATPsychEv	VIEW SUMMARY
10/14/2023	No Show/La	
10/17/2023	MATPsychEv	VIEW SUMMARY
10/17/2023	CM	VIEW SUMMARY
10/18/2023	C/R Service	VIEW SUMMARY
10/18/2023	CM	VIEW SUMMARY
10/18/2023	CM	VIEW SUMMARY

REQUEST APPOINTMENT

1 - 10 of 15 items

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8) How can I request copies of my record through the Patient Portal?

To request a copy of your medical record, select “messages” on the left-hand menu then select “medical record request” from the “message type” and finally enter in the time period and type of record you are requesting in the body of the message that populates. Our Medical Records Department will process and respond to your request.

Welcome, MH Test

ESPAÑOL MY ACCOUNT LOGOUT

Last viewed:
You last viewed MH OP Test's information on:
October 30, 2023 12:56 PM

MH OP Test's next appointment is:
No next appointments scheduled
[REQUEST APPOINTMENT](#)

MH OP Test's medications:
2) acetaminophen 325 mg capsule
[REQUEST A REFILL](#)

MH OP Test's last statement balance:
\$95.00
Next payment due on: October 5, 2018
[MAKE A PAYMENT](#)

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New Message

Message to: Medical Records Request

Message Type: Medical Records Request

Subject:

Format B I U [Rich Text Editor]

Time Period of Records Being Requested (List the range using month and year such as 01/2015 to 01/2023):

Type of Records Being Requested (Indicate the type of records being requested such as treatment plan, quarterly reviews, assessment or other type of record. You may also request all records for the period of time specified above):

[SEND](#) [CANCEL](#)








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9) How can I view and get information about my diagnosis?

Select “diagnosis” on the left-hand menu and a list of your diagnoses will appear to the right of the menu. For more information about your diagnosis click on the graduation cap icon and you will be taken to the website for the NIH’s national library of medicine where you can get additional information and resources about your diagnoses.

Date ▲	Diagnosis Code ⇅	Diagnoses ⇅	Education ⇅
03/07/2022	F33.1	Major depressive disorder, recurrent, moderate	
03/16/2018	F42.9	Obsessive-compulsive disorder, unspecified	
09/05/2017	F33.2	Major depressive disorder, recurrent severe without psychotic features	
	296.51 / F31.31	Bipolar I disorder, most recent episode (or current) depressed, mild	
	F10.11	Alcohol abuse, in remission	
	F40.01	Agoraphobia with panic disorder	
	300.02 / F41.1	Generalized anxiety disorder	



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10) May I use the Patient Portal for emergency related situations or questions?

No, the Patient Portal is not designed for emergency situations, and we cannot guarantee timely crisis response or support via the Patient Portal. In the event of an emergency, we recommend that you contact 911 and in the event of a psychiatric crisis that you call our 24/7 Crisis Hotline at: 1-855-222-2046

11) What are some other features of the Patient Portal?

The RACS Patient Portal can also be used to:

- Generate a clinical summary to share with other providers. Click: “clinical summary”
- View a list of medications prescribed at RACS. Click: “medications”
- Update your contact and demographic information on file at RACS such as your address, phone number, and email address. Click: “my account”
- View some documents which have been scanned into your medical record. Click: “attachments”
- See the Patient Portal in Spanish (Ver el portal del paciente en español). Click: “Español”.
- View the RACS website or RACS Notice of Privacy Practices. Click: <https://racs.org> or [RACS Notice of Privacy Practices](#)

12) How can I cancel my Patient Portal?

Contact us at 540-463-3141 to cancel your Patient Portal enrollment.