



Appropriate Use of the Patient Portal

Communication between staff and patients is primarily through your **portal** on Charm (www.charmhealth.com). The majority of requests can be addressed during your appointment. To foster appropriate communication and to help you navigate through the healthcare system appropriately, the following points should serve as a guide. **The front desk staff will triage all messages.**

Please do NOT message the front desk/triage staff regarding the following:

- Emergent mental health crises. Please seek the appropriate level of care (ie.emergency department, call 988, etc.).
We provide **appointment-based care** and we are not available at all hours. A **confirmed appointment** is required to receive care at our clinic.

The following situations **require an appointment**, so please **do not** use your portal to seek answers regarding the following (instead, **consider scheduling an earlier appointment on your portal** as we can typically provide an appointment within a short period of time and a brief appointment if requested):

- Request for new medication(s), recommendations regarding other medication(s).
- Request for a higher dose of your medication(s), recommendations regarding other dose(s).
- Concerns that your medication is not working. Oftentimes, medications take time to work, and medications taken as needed have been discussed with you regarding how to take them appropriately for your safety.
- For **refills** (you will have enough medication until your next follow-up appointment). If you are unsure, **please check your bottle or call your pharmacy** before messaging staff.
- Request/Recommendations for specialist referrals/other providers.
- Request/Recommendations regarding labwork.
- Request/Recommendations for supplements.
- Request/Recommendations for testing/screening (ie.Genesight, QbCheck, comprehensive rating scales, etc.).
- Request to complete paperwork (paperwork is **completed during your session**). Refer to the Practice Policies regarding the cost to complete paperwork.

4312 Henson Dr. Wilmington, NC. 28405.

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Phone: 910 212 5008

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*****For Patients: please use your portal to message front desk staff*****



Feel free to message the front desk/triage staff regarding the following:

- If you have missed or rescheduled your appointment and you are **requesting a refill**.
 - \$50 for each controlled medication
 - \$30 for each non-controlled medication
- Request to transfer a controlled medication to another pharmacy.
- Request for personal health records.
- Request for personal health records to be sent to another provider. You may be required to complete a HIPAA release of information form. This will be sent to your portal.
- Updating payment card on file.
- Updating insurance information.
- Scheduling related matters which you cannot resolve on your own on your portal.
- If the pharmacy cannot provide updates regarding the **prior authorization** of your medication and it's been **at least 1 week** since your prescription was written. Prior authorizations often take time to process and may include appealing denials from your insurance company.

Uploading documents, labwork, etc:

- Go to your portal, upload to your documents folder, and share the file(s) with the front desk/triage staff.

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