

	<i>Go to our website</i>	<i>Login to your portal and make the change</i>	<i>Book an Appointment on your portal</i>	<i>Use portal to message Front Desk Staff</i>	<i>Call your Pharmacy</i>	<i>Call New Pharmacy to Initiate Transfer from Old Pharmacy</i>	<i>Call your Insurance company</i>	<i>Refer to Practice Policies you signed</i>	<i>Go to the Emergency Department</i>	<i>Text clinic ph: 910 212 5008 your name and decision to change to Telehealth</i>
Cancellation Policies	X							X		
Missed Appointment Policies	X							X		
Scheduling Follow-Up Appointment	X		X							
Canceling Appointment		X								
Rescheduling Appointment		X								
Changing Appointment to Telehealth or In Person		X								
Last minute Change of Appointment to Telehealth										X
Insurance Questions							X			
Updating Insurance Information				X						
Payment Questions/Concerns				X				X		
Updating Payment Card on File				X						
Medication Cost					X					
Medication Question/Concern					X					
Mild Medication Side Effect(s)			X		X					
Severe Side Effect(s)									X	
Medication Refill (after missing appointment)			X	X				X		
Medication Refill (after rescheduling appointment)			X	X						
Transferring Medication to New Pharmacy						X				
-Controlled medication						X				
-Non-controlled medication						X				
Documentation to Complete			X							
Personal Health Records Request				X						
Personal Health Records Transfer Request				X						
Seeking a Referral			X							
Labwork Request/Recommendation			X							
Supplement Request			X							
Screening Test Request			X							
All Test Requests (ex.QbCheck, Genesight, etc)			X							
Prior Authorization Updates for Medication(s)					X					
Prior Authorization Updates for Spravato				X						