

	<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 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		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					