



Portland Natural Health

Hello Everyone,

In the midst of all the unrest surrounding COVID-19, we want to do everything we can to make sure our patients, staff and practitioners remain safe so we can stay open. Due to the increase in call volume, we encourage anyone with non-essential questions or supplement orders to email the Front Desk and we will get back to you within 48 hours; our email address is:

info@portlandnaturalhealth.net.

Here are our protocols until further notice:

Do You Offer Phone/Online Appointments?

- Yes, please contact the front desk at 503-445-7767 if you would like to change your appointment to a phone or telehealth appointment.
- Please note that most phone appointments cannot be billed to insurance, but most of our practitioners are offering discounted/waived rates at this time - Please follow up with your practitioner about their policy.
- Telehealth appointments are online video chat appointments via your patient portal. These appointments can be billed to insurance.
 - If you need help accessing your patient portal please click on this link or contact the front desk.
 - <https://www.charmhealth.com/resources/phr-user-guide/introduction.html>

Can I Still Come In for My Appointment?

- Yes, although, please do not come into the clinic unless absolutely necessary. Contact the front desk at 503-445-7767 to change your appointment to Phone or Telehealth.
- **Please do not be early to your appointment.** Call the front desk to alert us that you're here and we will let you know if you are cleared to come inside.

- The front door will be locked so that when you arrive, the next available receptionist will take your temperature *outside*. Then, you must go directly to the bathroom to wash your hands before stepping into your appointment.
- *If you have a fever of 99.8 or above you will be turned away and asked to reschedule your appointment.*

How Can I Pick Up My Supplements?

- You must call the front desk at 503-445-7767 so we can prepare your order.
- If we have the supplements in stock, you can provide payment over the phone using your credit or debit card, or via PayPal. Sorry, we cannot accept cash or checks.
- We will ask for your estimated time of arrival so that we can meet you with your supplies at the front door.

**Please keep in mind that we will gladly FedEx your order to your doorstep - rates are based on your location and delivery method.*

Please do not approach the front desk to schedule future appointments. We welcome a call, email, ChArm message, or use our online scheduler to book with your practitioner.

TELEHEALTH APPOINTMENTS

Step 1: Log into ChARM Patient Portal and go to the 'Appointments' section.

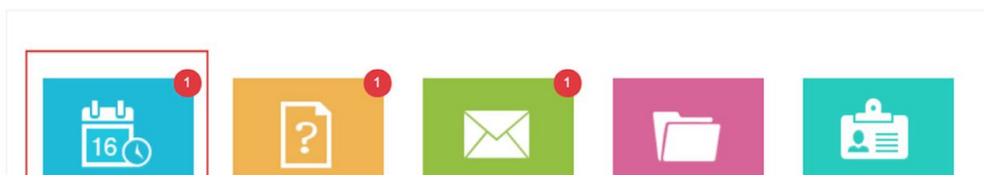
Step 2: You can check-in for the visit as early as 30 minutes prior to the appointment start time. Click on the 'Check-in' button shown next to the appointment (small video camera logo, right side of the screen). You may be prompted to download the zoom app at this time; if so, let it download, then click the 'check-in' button again.

Step 3: Select the state of residence and click on the 'Join' button. Then wait for the provider to join the meeting.

Patient Check-in

Patients are allowed to check-in for TeleHealth consults 30 mins prior to the appointment time. Here is the procedure to join the video session from PHR

1. Log in to Patient Portal and go to the 'Appointments' section



2. Click on the 'Check-in' button shown next to the appointment



Home

Appointments

Request Appointment

Upcoming Appointments

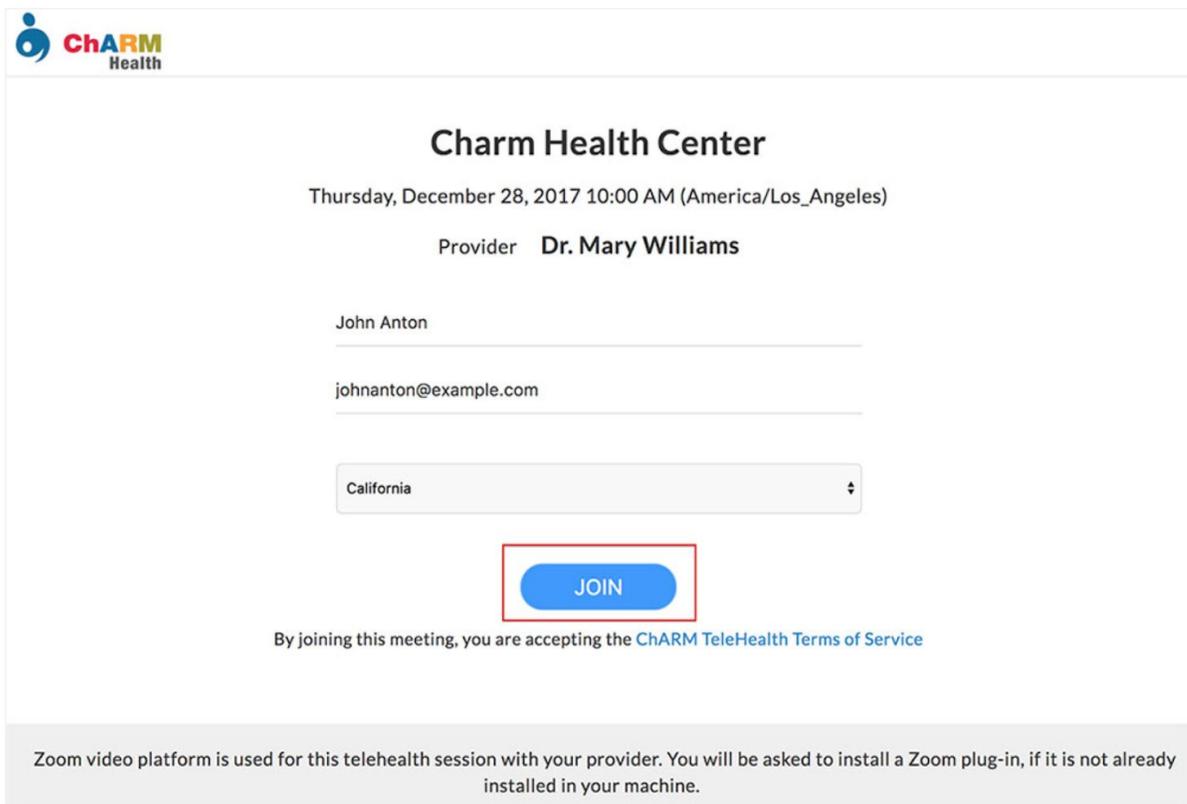
 **Dr. Mary Williams**
Remote Consult

28 Thursday
Dec, 2017

10:00 AM
(America/Los_Angeles)

 Check-in

3. Select the state of residence and click on the 'Join' button. Then wait for the provider to join the meeting





Charm Health Center

Thursday, December 28, 2017 10:00 AM (America/Los_Angeles)

Provider **Dr. Mary Williams**

John Anton

johnanton@example.com

California

JOIN

By joining this meeting, you are accepting the [ChARM TeleHealth Terms of Service](#)

Zoom video platform is used for this telehealth session with your provider. You will be asked to install a Zoom plug-in, if it is not already installed in your machine.