

Before sending us an email, please take a moment to browse below to see if any of this information solves your scheduling issue.

1. What kind of appointment do I schedule if I have seen one of the doctors before at a different medical practice? New or Returning Patient?

Every individual must schedule as a “New Patient” for the first appointment at Neighborhood Naturopathic. If you have seen the doctor previously at a different clinic, you can select the “New Patient - Transfer of Care” visit type.

2. Why can't I find my Charm account to schedule an appointment?

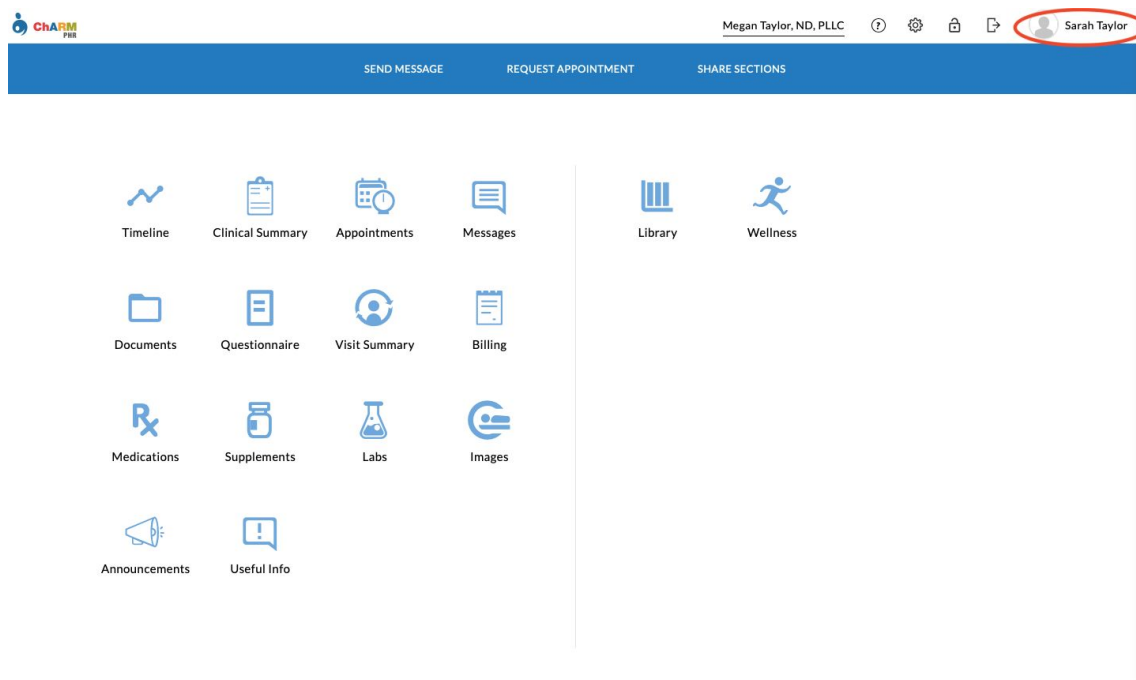
You need to first establish care with Neighborhood Naturopathic, which means setting up a new Charm account. If you have seen one of the Doctors at a different clinic in the past you will still need to do this. To request an appointment, simply select “No” as an answer to the question “Are you an existing patient?” in the online scheduler.

3. Whenever I try to click the link to set-up my new Charm account it keeps kicking me to another one I have at a different medical practice. What do I do?

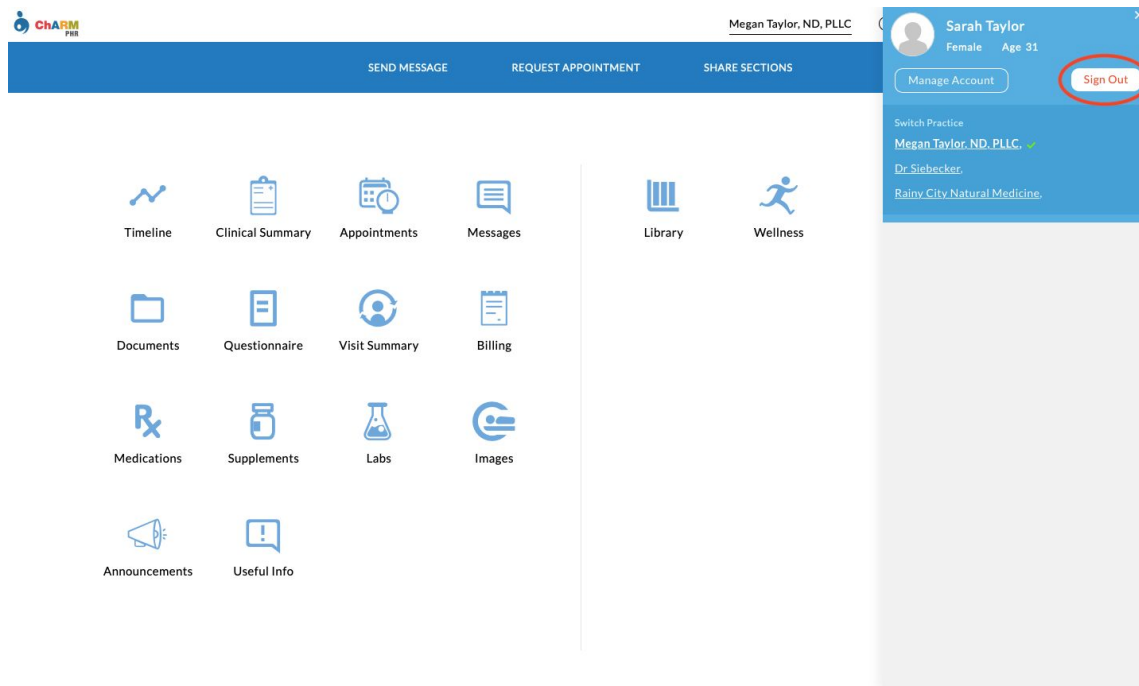
This is a common issue. Please open up your Charm PHR account through the other practice and **SIGN OUT**. Do not simply exit the window. Follow the screenshots below in order to sign out successfully. Once you are logged out, please return to the email with the link to set-up your new account and click on it.

If this STILL doesn't work, please try using a different internet browser.

A. Click on your name in the upper right hand corner.



B. Select "Sign Out" from the drop down menu.



4. How do I upload documents to my Charm Account?

Once you have received a link to set-up a Charm Account and have done so, you can upload any document you wish. Simply select "Documents" from the dashboard and then click "Upload". You must then follow the prompts to "share" the documents with the doctors at Neighborhood Naturopathic in order for her to view them. Please DO NOT upload anything under "Labs" as the doctor will not be able to view them. Review the screenshots below for more help!

A. Select "Documents"

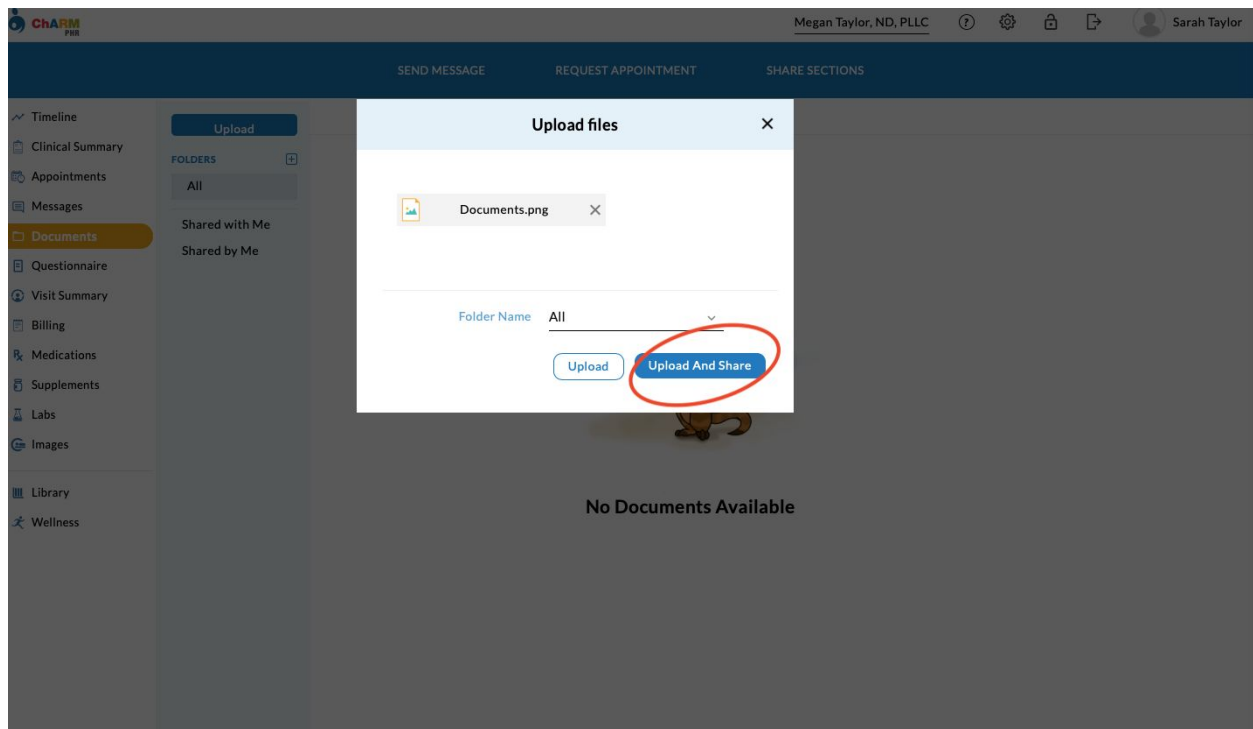
The screenshot shows the ChARM PRR dashboard interface. At the top left is the ChARM PRR logo. At the top right, the user name 'Megan Taylor, ND, PLLC' is displayed, along with icons for help, settings, lock, and share, and a profile icon for 'Sarah Taylor'. Below the header is a blue navigation bar with three options: 'SEND MESSAGE', 'REQUEST APPOINTMENT', and 'SHARE SECTIONS'. The main content area features a grid of 16 icons representing different document types: Timeline, Clinical Summary, Appointments, Messages, Documents (circled in red), Questionnaire, Visit Summary, Billing, Medications, Supplements, Labs, Images, Announcements, and Useful Info.

B. Select "Upload".

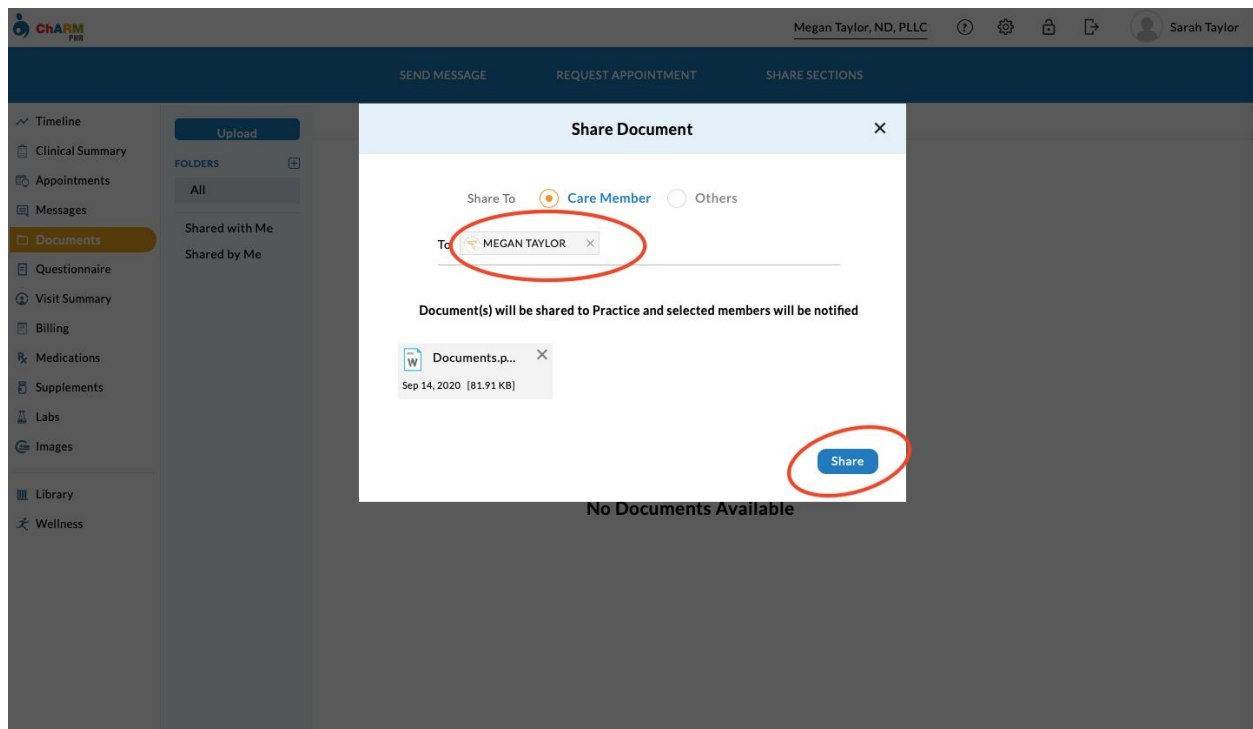
The screenshot shows the ChARM PRR dashboard with the 'Documents' section selected in the left sidebar. The 'Upload' button is circled in red. The sidebar lists various sections: Timeline, Clinical Summary, Appointments, Messages, Documents (highlighted), Questionnaire, Visit Summary, Billing, Medications, Supplements, Labs, Images, Library, and Wellness. The main content area displays a 'No Documents Available' message with a cartoon dog holding a document.

C. Select Document to be uploaded.

D. Select “Upload & Share”.



E. Select the doctor that you would like to share it with and hit “Share”.



F. You are done!

*** If you hit “Upload” for step D (instead of “Upload and Share”) you will need to share the document in order for the doctor to be alerted it is there! Just hover over the document you want to share and hit the share button on the right (See below!)

SEND MESSAGE

REQUEST APPOINTMENT

SHARE SECTIONS

Timeline

Clinical Summary

Appointments

Messages

Documents

Questionnaire

Visit Summary

Billing

Medications

Supplements

Labs

Images

Library

Wellness

Upload

FOLDERS

All

Shared with Me

Shared by Me

Search By Document Name / Shared By / Category



Documents.png
[Images] 81.91 KB

Uploaded on Sep 14, 2020



Dashboard.png
[Images] 88.9 KB

Uploaded on Sep 14, 2020

Share

Download

Delete