

## **Phone and Patient Portal Policy**

We are so excited to finally be able to offer our patients a whole new level of communication with our office. We are now able to offer you (through a secure website link) a means to request refills, schedule appointments, cancel appointments, send messages directly to individual staff members' mailboxes, and view your lab results and health record. We can also send you a copy of your health summary electronically after the visit and send you messages as well.

We appreciate everyone's patience as we have implemented our EMR system over the past year.

We are continuing to add efficiencies on a regular basis that will hopefully eliminate communication and coordination issues.

### **How do I sign up?**

You must first sign the portal agreement which explains privacy, usage, etc. Once this is signed a secure user name and password will be generated and sent to your e-mail. Once you have logged on to the portal you will be able to change your password to something you may better remember.

### **How do I log on?**

The easiest way to log on is to go to our website at [www.nourichemedspa.com](http://www.nourichemedspa.com) open the "Current Patients" tab and choose "Patient Portal", click on "login" and enter your ID and password. If you have any problems navigating the portal please contact Darlene Chiasson here at the office at 456-7304 or at [Darlene@nourichemedspa.com](mailto:Darlene@nourichemedspa.com).

### **How can I use the portal to aid in my health care?**

The portal can be used for the following:

- Request appointments
- Request medication refills
- Update medical history prior to appointments
- Update medication changes
- Receive copies of results, visit notes, etc.
- Communicate with office staff. The staff checks their portal messages frequently throughout the day. It is a much less time consuming way to communicate with you by virtually eliminating the dreaded phone tag!!

### **Here is a staff directory to utilize in order to choose the appropriate staff member for your needs:**

- Norma Hebert--Medical appointments with Dr. Cobb or P.A. Jennifer
- Darlene Chiasson--Medical billing questions and medical record requests
- Jasmine Fortier, MA--Medication/refill requests and scheduling of diagnostic testing
- Cheryl Cruse, LPN--Nurse questions and scheduling of outside referrals
- MiMi Bonin or Erin Luquette--Nouriche scheduling/questions (re: Angie, Billie, Sandy, and Lynsey)
- Camille Ardoin, Director--Any concerns regarding office policies or procedures

## **Phone Policy**

Although we prefer portal communication over phone communication, we do understand that there are times you will need to call in. It is our goal that your call is always answered by a “real person”, therefore, Shon, our operator will answer your call and transfer you to the most appropriate staff member to help you with your needs.

Please keep in mind that the medical assistant, nurse, PA and doctor are in clinic every day and are not sitting at their desks so you may get their voice mails. They will call you back just as soon as they can and everyone is called back by the end of the day. Leaving multiple messages will not expedite your response, it just increases the time they are listening to messages and takes away time to answer those messages.

If you have to leave a message please make sure you speak clearly and leave the following information:

- Full name as it is on your chart, no nicknames.
- Date of birth
- Phone number where you can be reached
- Name of medication, spelled if you are unsure of how to pronounce it
- Dosage and directions for medication
- Pharmacy name, phone number and address (at least the street name)

Thank you for your cooperation!