

iTrust Wellness Group

ONPATIENT PORTAL GUIDELINES

- **Check-in paperwork:** All check-in paperwork should be completed before your appointment. If you do not complete this before your appointment, we will ask that you arrive 15-20 minutes early to your appointment.
- **Payment:** Copayment and balance due are due at the time of service.
- **Communication:** You now have the ability to pass along questions or messages to your provider through the portal. This is intended to help answer questions in a convenient manner, but please do understand that your provider is in appointments all day and your request may require an appointment. We ask that you be patient with a response by allowing 48 hours. If there is an emergency, please dial 911 immediately for assistance.

Proper Usage of the Patient Portal:

The onpatient portal is a tool to assist you by saving you time and bringing you peace of mind. Please understand office policies and guidelines still apply:

- **Response Time:** If you send a message through the portal, we ask that you give the provider at least 48 business hours to respond to any messages.
- **Medication Refills:** The provider can not prescribe a new medication by request through the portal. You will have to schedule an appointment. Additionally, no controlled substances will be filled through the portal, regardless of the circumstances.
- **Appointments:** You can only view the next scheduled appointment. You cannot schedule or cancel appointments through the patient portal. Please remember to keep in mind our 24-hour no-show policy for any cancellations or reschedules.
- **Communication to Provider:** ** Not all providers have onpatient portal messaging available due to their schedule. Your provider has enabled the onpatient portal as a courtesy to you. Providers at our office are consistently scheduled with appointments throughout the day; therefore, they have limited time to answer questions and provide suggestions outside of scheduled appointment times. In some cases, your provider will suggest that you schedule an appointment in order to discuss clinical questions. However, regardless of the issue being addressed, please respect your provider's time and schedule by keeping messages limited to clinical matters. Otherwise, access to the onpatient portal may be revoked.