

Neighborhood **N+P**

Portal Registration & Appointment Requirements

All steps must be completed within 4 hours of your appointment confirmation, or your appointment may be canceled.

- You will receive an invitation to the patient portal via email when your appointment is confirmed. If you do not receive the email, please check your spam before contacting the office. The BEST way to communicate that you did not receive your portal invitation is to notify us by text at 502-509-5223. In the text you should include your name and confirm your email address.
- Follow the instructions in the email to set up your portal account.
- Refer to Charm's *Patient Portal - User Guide* for assistance in this process.
 - <https://www.charmhealth.com/resources/phr-user-guide/introduction.html>
- Complete ALL required QUESTIONNAIRES
 - Log-in to the portal
 - Click on the QUESTIONNAIRE icon
 - Complete all assigned questionnaires
- Send a photo of your driver's license and front/back of your insurance card
 - Log-in to the portal
 - Click on the MESSAGES icon
 - Click on SEND MESSAGE
 - Click TO and choose GENNY SANDERS
 - Click on the paperclip  on the right side of the message box
 - Attach the photos/files
 - —OR— Fax to our secure fax # (833) 605-1105
 - **Please do not text or send these documents via email**

When trying to add multiple patients to the same account, please make sure you LOG OUT and close the browser before registering each new person.

For technical problems that cannot be resolved by following the *Charm Patient Portal - User Guide* or the instructions above, please call Charm directly at 855-571-5557 ext 2 (Mon-Fri, 7a-5p PST).

