

## ***Innovative Health and Well-Being, PLLC***

**Melissa Gregory, PMHNP-BC**

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Thank you for choosing IH&WB for your mental health care. IH&WB was created with one mission in mind, to provide Quality, Comprehensive and Individual mental health care for every patient. With over a decade of experience in mental health, IH&WB provides a comfortable, inviting, supportive and understanding atmosphere for all patients and their families.

**Telehealth/In-person appointments:** At this time there will be **only** telehealth appointments available. I am looking at office space for in-person appointments. Once this is finalized everyone will receive this update and have the option of scheduling in-person appointments as well. Until then all appointments will remain telehealth.

**Appointment Reminders/Accessing Telehealth Appointments:** Appointment reminders we have set up to automatically go through 48hrs before your upcoming appointment. These reminders will be generated via email and text message. If you do not wish to receive a text message please let us know and we will change that in our system. The telehealth platform that we are using is Doxy. We are asking everyone to please bookmark the link below. This is the **ONLY** link you will need for future appointments. If for any reason you do not bookmark it or can't locate it, the link is also located at the signature of each email exchange.

**Telehealth Appointment Link:** <https://doxy.me/ttx>

**RXNT App:** This can be downloaded on any device. I suggest downloading it on your phone for easy access and if you will be using this for appointments. If you go to the App store on your phone, search MyRXNT, download the app, the username and password will be the same as you chose to register in the system.

**Portal Login:** When you are going to the RXNT.com website to log in to your portal please remember to click on **PATIENT** login. There is a client login next to it which has caused some confusion. The client login is for clinicians which is why it will not recognize your username etc. Please click on patient login, username is your email address, if you cannot recall your password there is a link you click on to reset it.

**Secure Messages:** All Email messages will be sent securely via Virtru. This is HIPPA compliant and allows us to be able to continue communication through emails while protecting personal information. We understand that this may be frustrating but it is necessary. These encrypted emails are easier to open on a laptop or desktop computer, the phone is more difficult. The Virtru App is free to download and will allow you to access the emails on your phone easier.

**Administration/Billing:** Melissa Gregory is currently heading the billing and administration

department. Any and all questions pertaining to these items please contact her directly. Melissa can be reached directly by email [mgregory@innovativehealthandwellbeing](mailto:mgregory@innovativehealthandwellbeing), you can also call the main number 781-430-4543.

## Patient Portal Instructions

I have just sent you an Invite to our Patient Portal via RXNT. \*\*\*Please Note this Invite is **only good for 48 hours!** After that time has passed you will need another Invite from me\*\*\*

On your Initial registration, or if you're logging back in to E sign consents and documents, **please use a laptop or PC to log in on the Website at RXNT.com**. At the top you will click on "Patient Log in". (If registering for a child, you will be using their information but your email).

Here you will create your user name and password. Please write it down as I do not have access to retrieving it.

Once you log in you will be at the Patient Dashboard, you will see that you have 5 Documents that need to be E signed, please read these documents and sign them. Then please Email me a copy of your ID & the **FRONT** and **BACK** of your Insurance card, we must have this before your appointment. ( unless you're Out of Pocket).

\*\*\*\*\* YOUR INITIAL APPOINTMENT MUST BE BOOKED BY Melissa \*\*\*\*\*

Your recurring appointments will be scheduled at the end of session with Melissa

Gregory. To make an appointment Via the RXNT Portal:

- ~ Please sign into your patient portal
- ~ on the bottom right it will have a box that says "Schedule" Click on that box
- ~ You are now in the Schedule Appointment Screen
  - Location drop down = IH&WB
  - Provider drop down = Melissa Gregory
  - Appointment Type = enter your time duration

\*\*\* Please note~ If this is your first time seeing Melissa Gregory, this will be considered your Initial appointment, which is 60 min.\*\*\*

~ You will now click NEXT until you see a blue block ( availability) in the days and times slots that are available. Click on what fits your schedule. On the right hand side a box will pop up to confirm the date and time and click SCHEDULE if you want that appointment.

If you have any problems, please do not hesitate to contact me.

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**Release of Information**

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Patient Name

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Date of Birth

I authorize Melissa Gregory, PMHNP-BC to receive/release my protected health information from/to those listed below. This information may be released/obtained and/or shared for the purpose of improving continuity of care.

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Primary Care Physician ( PCP) Name

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PCP phone

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Therapist Therapist

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phone

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School

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Others involved in your care

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Phone

This release is valid for the duration of treatment with Innovative Health and Well-Being PLLC or

until: \_\_\_\_\_ I understand the following conditions apply to this Release of Information Consent Form:

1. Melissa Gregory, PMHNP-BC cannot be held liable for how other authorized parties protect, store, use, or disclose information that is provided through this Release of Information.
2. I may revoke this Release of Information Consent Form at any time by providing a written request to Melissa Gregory, PMHNP-BC and I will not suffer any undue hardships to treatment to the extent that I understand my treatment may be limited by such revocation.
3. I may decline to sign this Release of Information and not suffer any undue hardship in treatment to the

extent that I understand my treatment may be limited by such declination.

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Patient signature

Date

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Parent/Guardian Signature if patient is under the age of 18 years old

Date