



Communications Guide

Office phone number: (206) 632-2154

Charm Patient Portal: pnr.charmtracker.com

In order to help you get the care and answers you need, we would like to provide clear guidelines on the best ways to communicate with our office.

Here are some common scenarios and the best ways to contact us:

- **“I’m sick/injured and I need to be seen as soon as possible.”**
 - Please call our office so that we can speak with you directly about what you need, and either get you on our schedule or refer you elsewhere.
- **“I’m having some new symptoms and I don’t know what I should do about them.”**
 - Schedule a follow up visit, either online through the Charm patient portal or by calling the office. Your doctor will not be able to offer a diagnosis or any advice without a telemed or in-office appointment with you. In order to give you the best care possible, we never want to make a recommendation without a thorough assessment.
- **“I need a prescription refill.”**
 - First contact your pharmacy and request the refill. If authorization is needed from your doctor, the pharmacy will contact our office directly. This is the fastest and most accurate method for obtaining refills.
- **“I’m traveling and I need an emergency prescription refill.”**
 - Contact the pharmacy where you would like to pick up the medication and request the amount of medication you need. Often, they will be able to get the needed information from your regular pharmacy without contacting your doctor. If they are not able to do this, then please call our office and request an emergency prescription. Please include the name of the prescription, the dose, how much you need, and all of the pharmacy contact information.
- **“I have a follow up question for my doctor after my appointment.”**
 - If you need to clarify a detail from a recent visit, you can send your doctor a brief message through the Charm portal.
- **“I need to cancel/reschedule my appointment.”**
 - Please send the Front Desk a Charm message or give the office a call to cancel or reschedule. We do not have the option for patients to cancel/reschedule their own appointments online. Please keep in mind our Late Cancellation policies, which are available on our [website](#) and in your signed Financial Policy Agreement.