



ChARM mPHR App

Charm mPHR is a Personal Health Record (PHR) application to manage the health information of patients securely for themselves and their families. It helps the patients to keep their vitals, clinical observations, and medical records organized from their mobile device.

Key features include:

Store and track Current and Past Medications, Prescriptions, and Supplements along with instructions

Manage your Health Vitals/Custom Vitals using personal health tracker

Record Allergy information and Immunization details

Store and manage Diagnoses, Procedures

Store and manage Insurance details

Upload and track Clinical Documents

Book Appointments and Fill out Questionnaires

Join Video consultations

View Lab Results shared by Practice

View Visit Summaries shared

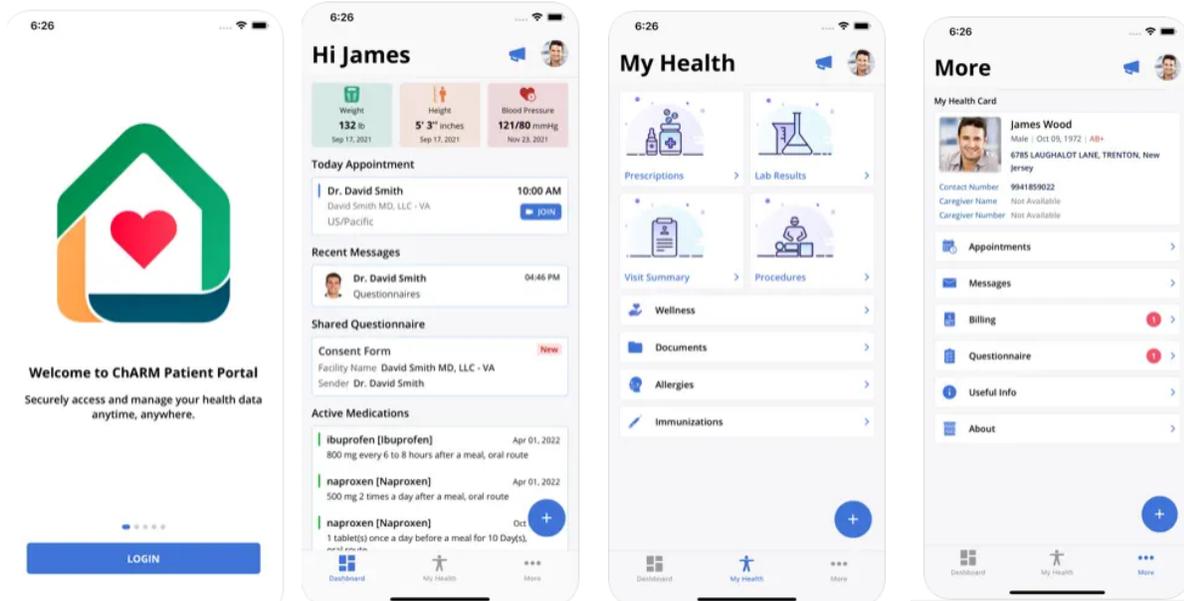
Securely send messages to Practice members

Quickly manage and share your Health Passport with the Doctor and more.

The ChARM mPHR App is available to download for FREE for both Apple and Android users via the App store on your mobile device or tablet.

Once you download the App you can login with your current Charm Patient Portal information.

You will choose a 5 digit pin number. Pick a code you will remember and keep it safe.





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From the main page you can view your recent vital signs, upcoming appointments and Active Medications list.

To Request an Appointment:

From the main page, click the Blue + on the bottom right corner and select > Book Appointment

Facility Name: New England Naturopathic Health

Provider: Dr. Corrie Marinaro, ND

Date Preference: Choose a specific day or date range

Time Preference: Choose a specific time or time range

Appointment type: In Person, Phone Call, Video Consult

Reason for Appointment: brief description of why you're requesting a follow up.

Click Done.

This sends a request to our provider portal and when the request is accepted you will receive a text message and an email confirmation that the appointment has been booked.

To Reschedule or Cancel an Appointment:

Compose a message to Erica with requests to change appointments. All appointment changes must be requested at minimum 48 hours before the scheduled appointment. Late cancellations will incur a \$50 cancellation fee applied to the payment source on file.

To Compose a Message:

From the main page, click the Blue + on the bottom right corner and select > Compose Message

To: Select the appropriate staff member from the drop down list.

Subject: Reason for the message

Body of Message: Contents of message to be sent to staff members.

To Add Photos or Documents to a message, click the Paperclip on the top Right corner near the Send button and from there you can select whether you are attaching a photo or document.

To Request a Prescription Medication or Supplement Refill:

Compose a message to Erica to request refills. Please include the medication name, strength, how often you take it and your preferred pharmacy. Please allow at least 5 business days for all refill requests.

To Complete a Questionnaire:

Go to the three dots at the bottom that says 'More.'

Click Questionnaire

Complete any currently assigned Questionnaires

You can view past completed Questionnaires by clicking > Past

To Update your Contact Information:

Click on your initials at the top Right corner

Go to > Demographics

You can upload a photo (please choose a photo of just yourself & that clearly shows your face)

Add your blood type

Update your address, phone number

You cannot update your email via the app. This can only be done via the Charm Patient Portal website.