

Carolina Center for Functional Medicine at Fernview

How to Become a Patient at Carolina Center

We ask that all new patients thoroughly review our website for up-to-date information about our offerings and policies. In staying on the cutting edge of patient care, our office leans heavily on the technology of the 'Patient Portal' that exists within our Electronic Health Records (EHR) system. This system creates many advantages for you including easy access to lab results, handouts, medical records, and the CCFM clinicians and staff. The EHR system, with its heightened level of clinic-patient connection and communication, allows our office to run efficiently with a small staff.

Below is an outline of the next few steps necessary to become a CST patient. **Please read over steps 1 and 2 before beginning the registration process:**

1. You will start by filling out the registration form. This includes your personal information, a brief history of your problem, our privacy policy, and treatment policies. After signing and submitting the form, you will immediately receive an email confirming the email address you submitted. Click on that confirmation and follow the link to your patient portal.
2. Note where any red exclamation marks are overlying the icons on the right side of your Patient Portal dashboard. Enter whatever information is required to resolve those issues.
 - a. In [My Account Details](#), upload a government-issued photo ID to keep on file, as well as a profile picture to help your clinician and our staff get to know you better in this virtual environment. Also review [My Account Details](#) to ensure your billing address is correct. All subsequent charges will be made immediately after services are rendered.
 - b. Go to [Payments & Invoices](#) to enter your credit card information securely (it will be encrypted).
 - c. These items need to be on file prior to scheduling your first appointment.

Register in our Electronic Health Records (EHR) system: <https://carolinacfm.md-hq.com/registration>

Once your registration is complete and all of the red exclamation marks are gone from the icons in your portal, you can take the following steps to book your first appointment:

For CranioSacral Therapy – These appointments are 55 minute, in-office visits.

1. Click on [My Appointments](#).
2. Select the clinician's name as the provider. Dr. Hanner.
3. Select "CranioSacral Therapy"
4. Select the date/time you want.
5. Click "Request Appointment."
6. You will receive an appointment confirmation email when we accept your request.