

# THINGS TO CONSIDER BEFORE YOU CALL....

- **When is my appointment? I did not receive a reminder.** *Please note that email reminders are sent out 2 days prior to appointments, however, these are a courtesy. It is your responsibility to note your appointment information. We ask that you enter your next appointment time and date in your personal calendar/phone at the time the appointment is made. You can also view upcoming appointments on the patient portal. Missed appointments and appointments rescheduled under 24 hours incur fees.*
- **What can I do on the Patient Portal?** *Currently, the Brightland Health Patient Portal is being used to schedule, cancel, and reschedule appointments (those that meet guidelines). If you do not have your portal account activated, please contact our admin staff and ask them to send you an updated invitation to create an account. Portal invitation links expire in one week.*
- **I cannot get into the Portal for my telehealth appointment.** *Telehealth appointments do not take place on the Patient Portal. We use HIPPA compliant website, [www.doxy.me](http://www.doxy.me).*
- **I do not have my provider's telehealth link, where can I find it?** *All psychiatry provider telehealth links can be found on our website at [www.brightlandhealth.com](http://www.brightlandhealth.com) under the tab "Telehealth Links". Once you have located the correct link, please save it to your internet favorites as the providers links never change. \*Therapy patients please contact the office for therapist's link.*

## [Doxy.me Telehealth Links](#)

- **I need a refill...Ask yourself - Have I had my regular follow up appointment?** *All prescription refills require an appointment to be scheduled. All medication changes and new medications require an appointment. Most patients need to be seen every month or every 3 months. If you have had your follow up within the last 90 days and still do not have your medications, please call the admin staff to request your refill. Refill requests may take up to 48 hours.*
- **My medication is out of stock at my pharmacy.** *First call other pharmacies to locate your medication. Brightland Health staff cannot call pharmacies to locate inventory for you. After you have found your medication at another pharmacy, you may call us for a prescription transfer. Transfer requests may take up to 48 hours.*
- **What can I do if I am out of state and need a medication refill?** *Unfortunately, psychiatry providers cannot prescribe medications outside of Illinois. If you are out of state and need medication, we can send your script to your Illinois pharmacy and you can try to request a transfer (controlled substances are not transferrable) or you can go to Urgent Care request a script in your destination state.*
- **I have a question for my provider, how can I reach them?** *Please send your provider questions to [info@brightlandhealth.com](mailto:info@brightlandhealth.com). Messages will be sent to providers for a response to be addressed within 48 hours. If you do not hear back within this timeframe, please give us a call at 312-796-7121.*
- **My medication requires a Prior Authorization (PA), what do I do?** *PAs can be tricky and take some time and patience. First thing, your pharmacist will need to initiate the PA on their end as soon as your insurance determines it is required. It is important that we have your RX insurance information and it matches the information in the pharmacy system (this includes address and RX insurance information). If these do not align then there will be a longer delay in obtaining your medication. Once the PA is initiated, responses will be sent for your insurance to determine if they will cover the medication. PAs can take up to 1 week to process.*

