

Telehealth “How To” and Trouble Shooting:

Written Directions:

- You must log into the patient portal on your desk top or open the Charm Patient Portal App on your device.

Link to the Patient Portal:

<https://phr.charmtracker.com/login.sas>

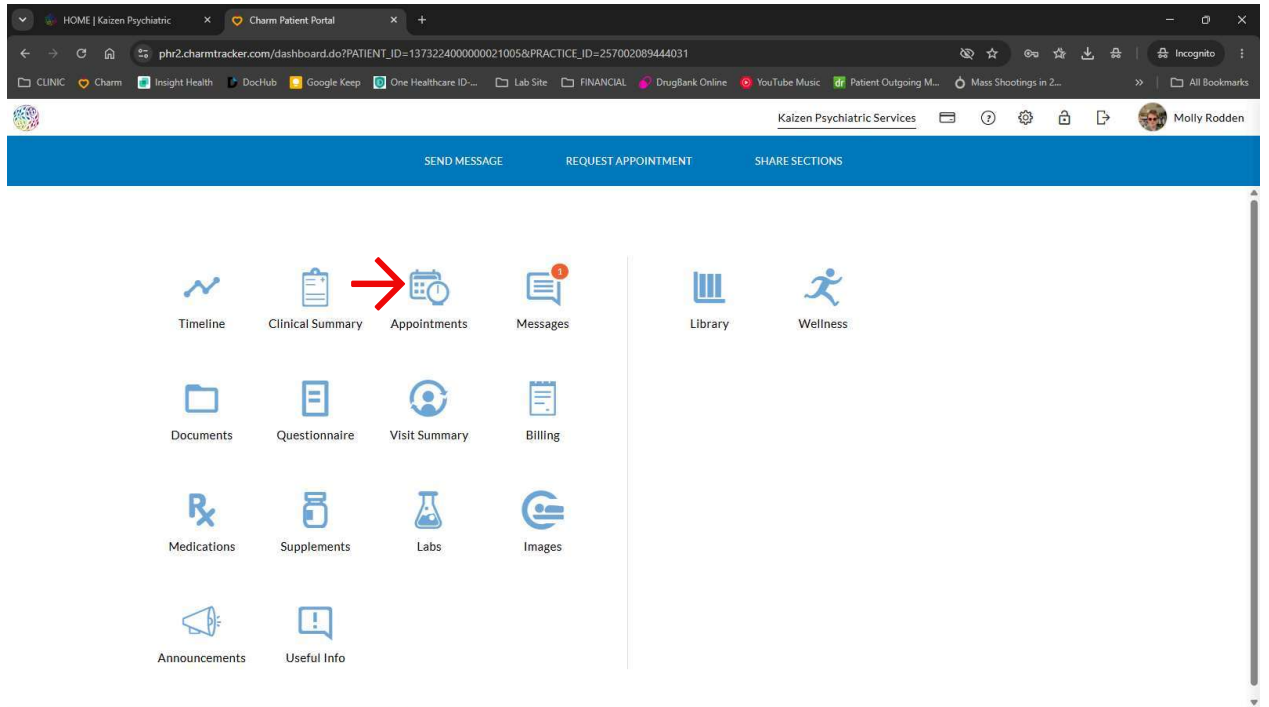
- After logging into the Patient Portal or App click on “Appointments” on the home page
- In the “Upcoming Appointments” section you will see an entry for the correct day and time.
- Click the blue words “Check In” next to the small camera icon, it may also appear as an icon of a green camera.
- A Welcome Screen will appear. Follow the prompts to join the call.
- If no one has picked up the telehealth call within 10 minutes or if you are having trouble connecting, please text the office line: (360) 836-0171.
- Do not call the office, the provider will not be able to answer the phone.
- Do not message the office (using the patient portal) for problems with telehealth appointments. The Provider will not be able to see the message.

Scroll down for directions with pictures

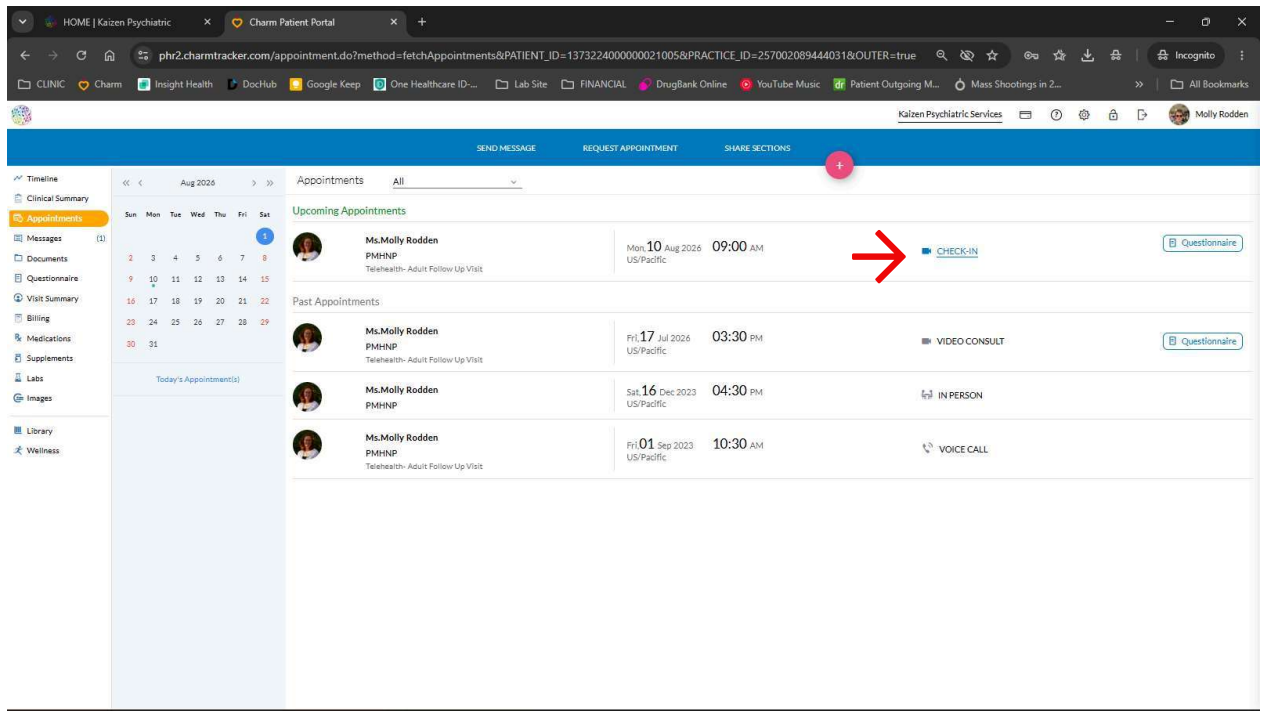
How to Join Telehealth:

Directions in pictures:

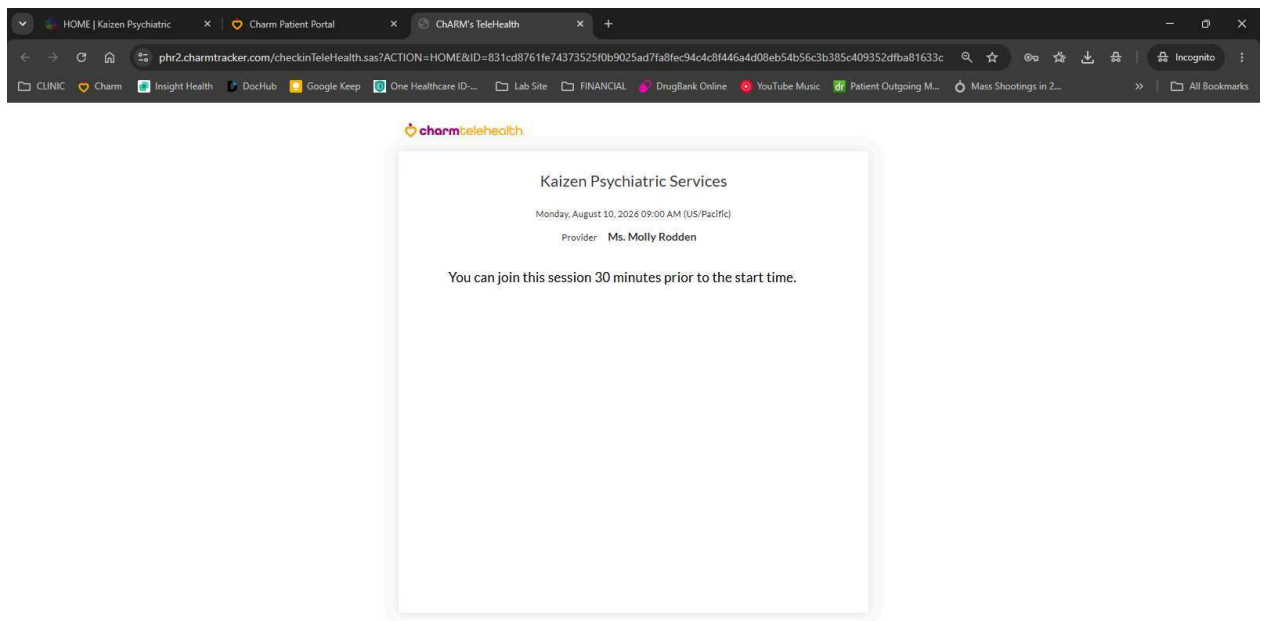
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- A Welcome Screen will appear. Follow the prompts to join the call.



How to Schedule a Telehealth Appointment (Video Consult)

Written Directions:

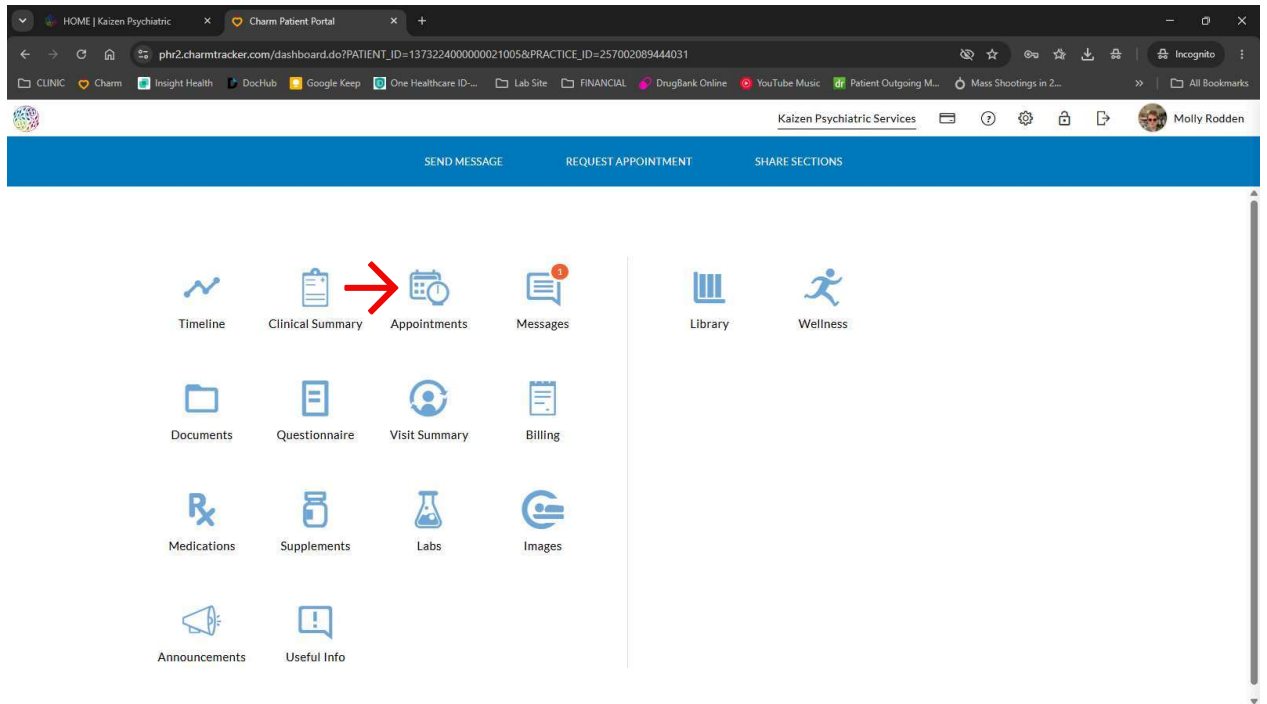
- You must log into the patient portal on your desk top or open the Charm Patient Portal App on your device in order to schedule an appointment.
- Link to the Patient Portal:
- <https://phr.charmtracker.com/login.sas>
- After logging into the Patient Portal or App, navigate to the icon for “Appointments”
- Click on “Appointments”
- Click the large pink “+” sign to add an appointment.
- Using the drop down for “Facility Name” select “Kaizen Psychiatric Services”
- Using the drop down for “Provider Name” select “Molly Rodden”
- Using the drop down for “Visit Type” select the appropriate type for your need.
- Enter the reason for you visit in the box labeled “Reason”
- An orange box with the words “Video Consult” will appear towards the bottom of the screen.
- Select the desired appointment date and time.
- Click the blue “Request” box at the bottom of the page
- If you have successfully scheduled the appointment, it will now appear in the “Upcoming Appointments” category in your “Appointments” Tab. You will also receive a confirmation email and text message with a link to complete the pre-visit questionnaire.

Scroll down for directions with pictures

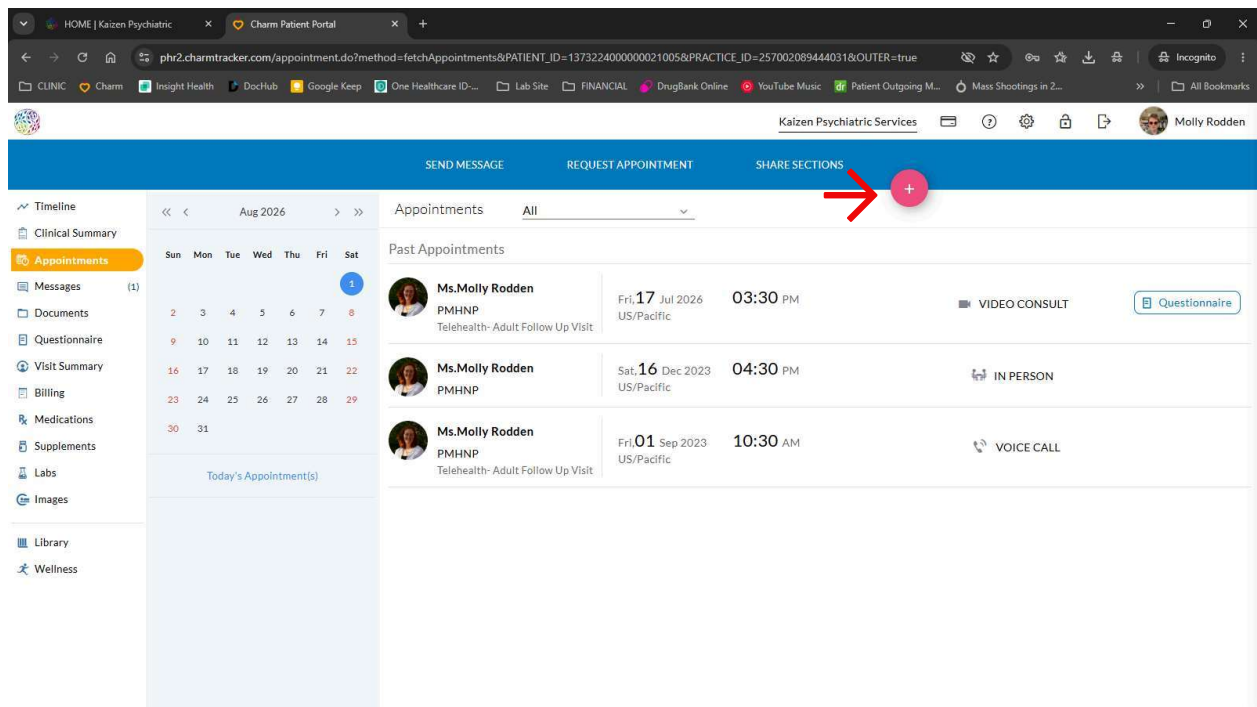
How to Schedule a Telehealth Appointment (Video Consult)

Directions in Pictures

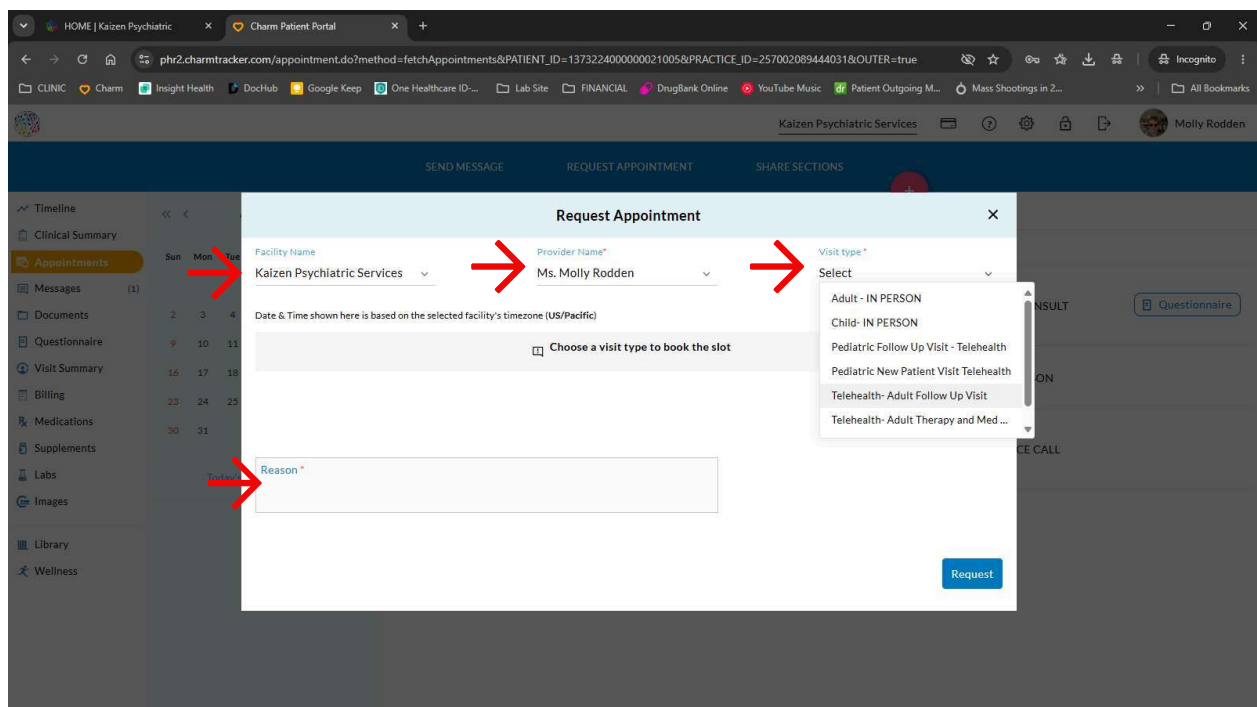
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- Enter the reason for you visit in the box labeled “Reason”



- An orange box with the words “Video Consult” will appear towards the bottom of the screen.
- Select the desired appointment date and time.

The screenshot shows the 'Request Appointment' modal in the Charm Patient Portal. The modal is titled 'Request Appointment' and includes fields for 'Facility Name' (Kalzen Psychiatric Services), 'Provider Name' (Ms. Molly Rodden), and 'Visit type' (Telehealth- Adult Follow U...). Below these fields, a calendar for August 9-15, 2026, is displayed. The calendar shows the number of slots available for each day: Sun 9 Aug (0), Mon 10 Aug (0), Tue 11 Aug (0), Wed 12 Aug (0), Thu 13 Aug (3), Fri 14 Aug (4), and Sat 15 Aug (0). The 'Selected Slot' is August 10, 2026. Under the 'Appointment Type' section, there is an orange button labeled 'Video consult'. Below this, there is a text input field labeled 'Reason for the Visit'.

- Click the blue “Request” box at the bottom of the page

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- If you have successfully scheduled the appointment, it will now appear in the “Upcoming Appointments” category in your “Appointments” Tab. You will also receive a confirmation email and text message with a link to complete the pre-visit questionnaire.

The screenshot displays the Charm Patient Portal interface. The top navigation bar includes links for 'SEND MESSAGE', 'REQUEST APPOINTMENT', and 'SHARE SECTIONS'. The left sidebar contains a 'Timeline' section with a calendar view for August 2026. The main content area is titled 'Appointments' and shows a list of appointments for Ms. Molly Rodden, PMHNP. A red arrow points to the 'Upcoming Appointments' section.

Appointment Type	Provider	Date	Time	Mode	Action
Upcoming	Ms. Molly Rodden, PMHNP	Mon 10 Aug 2026	09:00 AM	US/Pacific	CHECK-IN, Questionnaire
Past	Ms. Molly Rodden, PMHNP	Fri 17 Jul 2026	03:30 PM	US/Pacific	VIDEO CONSULT, Questionnaire
Past	Ms. Molly Rodden, PMHNP	Sat 16 Dec 2023	04:30 PM	US/Pacific	IN PERSON
Past	Ms. Molly Rodden, PMHNP	Fri 01 Sep 2023	10:30 AM	US/Pacific	VOICE CALL