



Fortis Behavioral Health
220 Wintergreen Dr., Suite B
Lumberton, NC 28358
910-536-1719
910-668-8048

Patient Portal Message Feature

The Message feature on the Patient Portal is NOT monitored from 5:00 pm until 8:00 am each day or Fridays at 12:00 noon until Mondays at 8:00am. Messages sent to the provider during those hours will not be seen or acted upon. In an Emergency call 911 or go to your local Emergency Room.

I understand and agree to call 911 in case of emergency

The Message feature does not replace your appointments. Medication refill requests will be considered on a case by case basis and only for those who regularly attend their appointments. No controlled substances will be refilled via patient portal request.

I understand

Medication or Treatment plan changes will not be made via the message portal. Call the office to schedule an appointment if you wish to discuss your treatment plan via phone, telehealth or in person.

I understand

Use of the portal is for telehealth link, appointment scheduling and rescheduling, access to records or if the provider asks a patient to report back for any reason.

I understand

I agree to use the message feature in accordance with the guidelines and understand that the message feature does not replace appointments, that medication changes and treatment plans are not made through the portal and that crisis needs should not be communicated via the patient portal.

I agree

Signature: _____

Date: _____

Name of SIGNER: _____

Relationship to patient: _____