

Script: Initial Inquiry Follow-up Video

Welcome to the California Center for Functional Medicine!

We're looking forward to helping you recover your health and live the life you want to live.

I wanted to take a moment to explain the next steps in the process so you understand how it all works.

Now that you've completed your application form, the next thing you need to do is register for our Electronic Health Record, or EHR.

The EHR is the central hub of our work together. Through the patient portal, you'll be able to easily access your lab results, handouts, and medical records and communicate with your clinician and the CCFM staff. Our patients love this system because it gives them more control over and easier access to everything they need during their treatment.

As part of the EHR registration process, you'll be asked to electronically sign a couple of forms. One of them is a privacy policy, which essentially states that we are serious about protecting your privacy and won't share it with any third party without your consent.

The second is a new patient agreement, which explains some of our basic policies for things like canceling appointments and electronic communication. These are the standard type of forms you fill out whenever you see a new health care practitioner; I'm sure you're familiar with them.

Once you've registered for the EHR, the final step toward getting started as a new patient will be scheduling your first appointment. You'll receive instructions on how to do that on the confirmation page after you register, as well as in a follow-up email.

Okay, that's it for now. We're really excited to begin working with you and start you on the path to vibrant health!

See you soon!