

Thrive Personalized Healthcare – Patient Portal Messaging Policy
Effective April 1, 2026

At Thrive Personalized Healthcare, our secure patient portal allows convenient communication with your care team. Many messages can be handled quickly by our staff and do not require physician review. However, some portal messages require medical evaluation, chart review, or clinical decision-making by your provider.

Beginning **April 1, 2026** portal messages that require **medical advice from a provider** may incur a **\$25 fee**. This policy **does not apply** to Thrive membership patients as all messaging is included regardless of concern.

Messages that may incur a \$25 fee include:

- New medical symptoms or concerns
- Requests for new prescriptions or medication changes
- Medical questions unrelated to a recent visit
- Interpretation of lab results that have not yet been discussed
- Treatment recommendations or medical guidance

These messages require your provider to review your medical record, assess your concern, and provide individualized medical advice.

Messages that will NOT incur a fee include:

- Scheduling questions
- Administrative requests
- Simple prescription refill requests already on file
- Questions directly related to a visit within the past 7 days
- Messages to result in an office visit within the next 1-2 days
- Messages handled entirely by office staff

If your concern requires a more detailed discussion, we may recommend scheduling a **telehealth or in-office appointment** instead.

Please note that the patient portal **should not be used for urgent medical issues**. If you have an urgent concern, please contact our office directly or seek appropriate medical care.

Our Commitment

Thrive Personalized Healthcare is committed to providing accessible, high-quality care. Charging for medical advice delivered through the portal allows us to dedicate appropriate time and attention to each patient while maintaining the highest standard of care. Thank you for helping us use the patient portal responsibly and effectively.