

SAGE & STONE WELLNESS

WELCOME GUIDE | Personalized care, made easier.

We're so glad you're here.

Thank you for choosing Sage & Stone Wellness. Your treatment plan is personalized, so prescriptions, labs, supplements, education, and follow-up instructions may differ from another patient's plan. Some therapies require time, consistency, and ongoing monitoring before meaningful changes are noticed.

Use Charm First

For routine care needs, the Charm Patient Portal/App should be your first stop. Keeping communication in Charm helps your provider review your chart, instructions, labs, and prior notes in one secure place.

- **Medication refills:** Submit refill requests before you run out.
- **Clinical questions:** Send non-urgent medication, treatment, or symptom questions through secure portal messaging.
- **Review dosing:** Check your visit summary, medication list, provider instructions, and prior notes before contacting the office.
- **Patient education:** Review handouts, recipes, nutrition guidance, and other materials shared with you.
- **Labs and documents:** View results and upload outside labs, imaging reports, medication lists, and specialist records.
- **Track measurements:** Enter blood pressure, weight, or other measurements when requested by your provider.
- **Keep your chart current:** Update contact information and medication lists when they change.
- **Appointments:** Review follow-up dates and use Charm for routine rescheduling requests whenever possible.

How to Upload Labs or Documents

1. Open the CharmHealth app or sign in to your Charm Patient Portal.
2. Go to your patient account and open the Documents section.
3. Choose Upload/Add Document and select the file from your phone or computer.
4. Send a portal message if the document is needed for an upcoming visit.

What Happens After Your Visit

- **Medication invoice:** Complete any medication invoice sent after your appointment so your provider can process the order.
- **Pharmacy processing:** Once submitted, the pharmacy prepares your medication. Specialty or compounded medications may ship directly to you.
- **Tracking:** When available, the dispensing pharmacy will send shipment tracking directly to you.
- **Supplies:** Most injectable medication kits include basic supplies; additional syringes may be ordered if needed.
- **Follow-up:** Check Charm for your follow-up date and schedule early enough to avoid running out of medication.

Prescriptions, Refills & Labs

Prescriptions & Delivery

- Prescriptions may be sent to a retail, specialty, or compounding pharmacy depending on your individual treatment plan.
- Compounded or specialty medications may ship directly from the dispensing pharmacy.
- If a cold-packed shipment arrives with melted ice packs, do not automatically discard it. Follow the pharmacy-specific storage guidance and contact us or the dispensing pharmacy with concerns.
- Refrigerate medications that require refrigeration once received.

Refills & Labs

- Request refills about 10-14 days before you expect to run out to allow time for clinical review, pharmacy processing, and shipping.
- Some refills require current labs or a follow-up appointment before they can be approved.
- Complete requested labs before your follow-up visit when instructed and upload outside results to Charm.
- Fast only when your provider or lab instructions specifically tell you to do so.
- At-home testing options are available for many wellness, hormone, metabolic, GI, and screening needs.

Follow-Up Appointments

- **Timing:** Follow-ups are commonly scheduled about every 6-12 weeks depending on therapy, symptoms, labs, and your treatment plan.
- **Plan ahead:** Schedule early enough to avoid medication interruptions, especially if labs are required first.
- **Medication changes:** Some prescription starts, dose changes, or therapy decisions require a scheduled follow-up visit rather than a portal message.
- **Check Charm:** Review your upcoming appointment date and follow-up instructions in the portal.

Messaging, Scheduling & Office Hours

Best Way to Reach Us	Office Hours
• Clinical questions, medication questions, refills, labs, records, dosing review, and education: Charm Patient Portal/App. • Routine scheduling/rescheduling: Charm whenever possible. • If you cannot access Charm or need help with a scheduling or billing issue: call/text 307-352-9096. • Routine messages are reviewed during business hours. Portal messaging is not for emergencies.	• 8:00 AM - 6:00 PM Eastern Time • 6:00 AM - 4:00 PM Mountain Time • Patients in other time zones should convert from these posted hours when contacting the office.

Financial Policy

- **Automatic payment:** Your payment method on file is automatically charged on the day of your scheduled visit.
- **Cancellations & rescheduling:** Please make changes at least 24 hours before your appointment. Late cancellations or missed appointments may result in the full appointment fee being charged.
- **Other charges:** Medication, laboratory, or other treatment-related invoices may be separate from your appointment fee when applicable.

Treatment Success Basics

Your treatment works best when paired with: Adequate protein • Hydration • Regular movement and strength training • Quality sleep • Stress management • Taking medications and supplements as prescribed

Urgent & Emergency Care

IMPORTANT - SAGE & STONE WELLNESS IS NOT AN EMERGENCY SERVICE Call 911 or go to the nearest Emergency Room for severe chest pain, difficulty breathing, stroke symptoms, severe allergic reaction, suicidal thoughts or immediate safety concerns, or any other potentially life-threatening emergency. Do not use Charm, text messaging, or routine scheduling for emergency concerns.
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Referral Benefit

Refer an eligible friend or family member and you may receive 30% off an appointment. Ask our team for current referral program details and eligibility.

Advanced Testing

- When routine labs do not tell the whole story, your provider may recommend advanced testing based on symptoms, history, risk factors, and treatment goals.
- **Galleri® Multi-Cancer Early Detection:** A blood-based screening test that looks for signals associated with 50+ cancers. It does not replace routine cancer screening or diagnostic testing.

- **Core Health Labs:** Foundational testing that may include blood counts, metabolic markers, cholesterol, blood sugar, thyroid, vitamins, iron, and hormones.
- **DUTCH Complete™:** At-home dried urine testing for hormones, metabolites, and cortisol patterns.
- **GI-MAP®:** At-home stool testing that evaluates selected bacteria, pathogens, parasites, yeast/fungi, H. pylori, and digestive/inflammatory markers.

You do not need every test. Your provider will help determine which options are appropriate for you.

A Few Extra Wellness Options

Depending on your goals and medical history, additional personalized options may include:

- **Skin:** GHK-Cu topical peptide cream, pigment-reducing creams, and custom acne treatments.
- **Hair:** Customized topical hair-growth solutions for women and men.
- **Intimacy:** Individualized libido and sexual wellness support for women and men.
- **Additional treatment:** Prescription antiparasitic treatment may be considered when clinically indicated after appropriate evaluation.

Prescription and compounded treatments require provider evaluation and may not be appropriate for every patient. Compounded medications are not FDA-approved.

Did You Know?

Sage & Stone Wellness also offers: Weight Management • Hormone Optimization • Peptides • Primary Care • Sick Visits • Mental Health • At-Home Testing • Supplements

Contact Information

Sage & Stone Wellness Call/Text: 307-352-9096 Website: sageandstonewellness.org Routine care communication: Charm Patient Portal/App Telehealth • Personalized Care • Wellness From Home	 Scan to visit our website
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Thank you for choosing Sage & Stone Wellness. We look forward to supporting your wellness journey.