



Welcome to Encompass!

Natalie Ball, MPA, MSN, APRN, FNP-BC

It was so nice meeting you during your intake appointment. Below are a few follow-up notes from our visit and what to expect next.

PATIENT PORTAL ACTIVATION

You'll receive an email shortly inviting you to activate your Encompass Care Patient Portal through Tebra. Please activate your portal as soon as possible, as it is your primary channel for:

- Secure messaging with our office
- Receiving lab orders, visit summaries, and educational materials
- Appointment reminders and scheduling updates

Once activated, please ensure notifications are turned **ON** so you don't miss important updates.

LABS

I'll finalize your lab order shortly and upload the requisition and instructions to your patient portal under *Documents*. If you don't see them yet, it simply means the order is still being completed.

Once uploaded, you may complete your labs at any Quest Diagnostics location. Appointments are recommended — you can schedule at www.questdiagnostics.com.

*Please also review the **Quest Lab Instructions** document uploaded to your portal — it contains timing, preparation, and billing guidance.

REFERRALS

If referrals were discussed during your visit, the specialist's office should contact you directly to schedule. If you have not heard from them within approximately two weeks, please let me know through the patient portal.

FOLLOW-UP VISIT

I'll notify you through the portal once your lab results are ready and it's time to schedule your follow-up. You're also welcome to schedule at any time at www.encompass.care.

Note: My office space is currently in transition, so visits are telehealth-only at this time. I will notify patients as soon as in-person visits resume.

Please don't hesitate to reach out through the portal with any questions. I'm looking forward to continuing to support your care.

Best,
Natalie

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