

Accessing telehealth appointments through the Patient Portal:

1. Sign into your Patient Portal by going to the "Patient Portal" page on The Pisgah Institute's website (www.pisgahinstitute.com) and clicking on the prompt to sign in.

The Pisgah Institute
For Psychotherapy and Education, P.A.

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[Patient Portal](#)



The Pisgah Institute is comprised of psychiatrists, doctoral-level psychologists, psychiatric nurse practitioners, certified physician's assistants, and master's level clinical mental health counselors who address a full range of conditions. We provide a wide variety of mental-health treatments. The home-like atmosphere of the practice provides a relaxing environment where patients can feel comfortable and cared for.



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[Patient Portal](#)



Did you know you can make and cancel appointments, request prescription refills, and even communicate with your provider directly through your patient portal?

If you would like to create a portal account, please call The Pisgah Institute at 828-254-9494 to request an invitation to become registered. You may also use the [Contact Us](#) box below, providing your name, date of birth, and email address. Once you receive your invitation, follow the instructions, linked below, to complete your registration.

Already have a Patient Portal? [Click here to sign in to your account.](#)

Search...

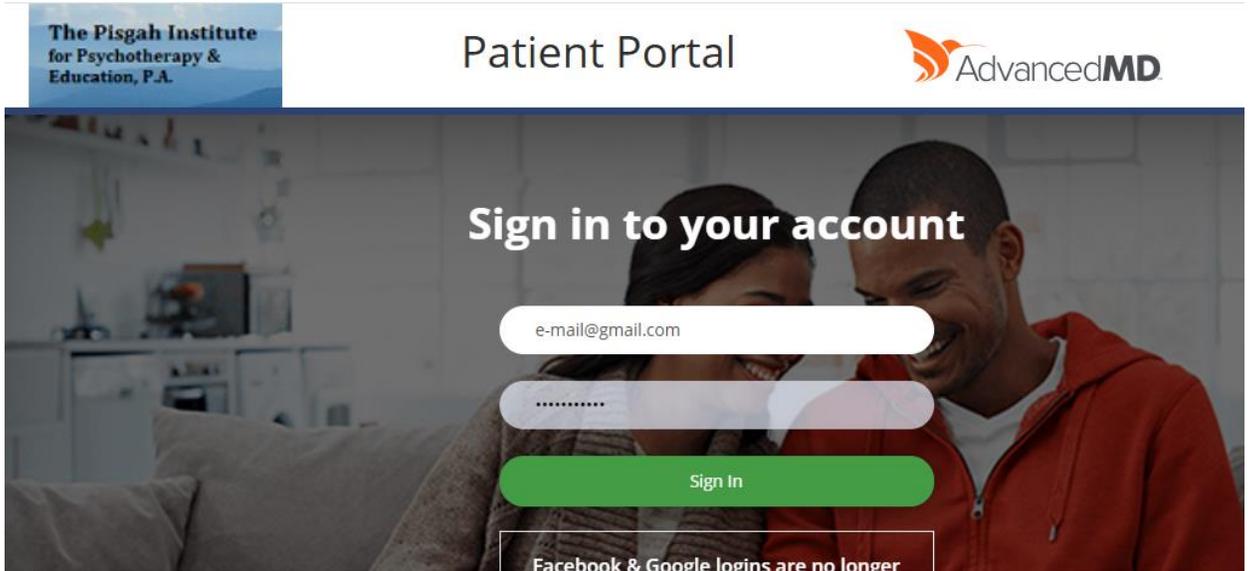
Accepting Referrals for Psychological Assessments

The Pisgah Institute is happy to provide a range of psychological assessment services. Diagnostic

You can also save/bookmark the portal login page:

<https://pp-wfe-100.advancedmd.com/158473/account/logon>

2. Enter the e-mail associated with your portal account and password, and click “Sign In”



3. Click on the “Appointments” icon at the top of the screen to view your scheduled appointments

- When you select “Join Waiting Room” for your scheduled appointment, you will be prompted to enter your last name and date of birth.

 |  Telehealth

Confirm Patient Identity



 **Important Information**

If this is an emergency, call **911**.

Your credit card will be charged for the pre-determined cost of today's visit, based on your insurance benefits and the expected cost of services.

Your telehealth provider may request an in person follow-up visit before a diagnosis can be made and care is provided. Telehealth charges still apply.

Your telemedicine session is private. Video sessions and payments are processed through our secure portal.

- You will then have to accept the Terms and Conditions to continue:

 |  Telehealth

Terms & Conditions

If you think you may have an emergency situation call 9-1-1. Do not use Patient Portal for emergencies.

We are pleased to offer you information via this web-based application called Patient Portal. We think it is important for you to know how we handle information we communicate via the Internet and what you can do to keep your information secure. We reserve the right to revoke access at any time, for any reason, with or without cause.

7. Once you have paid, or if you do not have a payment due, then you will see this screen.

The screenshot shows the top of a Telehealth interface. At the top left is a logo for 'The Pizgah Institute for Psychotherapy & Education, P.A.' and the word 'Telehealth'. Below this is a 'Waiting Room' header. A link for 'Show Call Notification Settings' is centered. Below that, a card displays the name 'JOHN DONKERVOET, PHD', the time '3:00 PM', and the date 'August 19, 2024'. To the right of this card is a grey 'Join Call' button with the text '...waiting for provider' underneath. Below the card is a 'Download Zoom' button with an information icon and a dropdown arrow. At the bottom is a section titled 'Upcoming Appointments' with a calendar icon, listing '08/21/2024 - 9:00 AM' with 'MARY BERG, MD' as the provider.

You ONLY need to download Zoom if you do not already have it downloaded to your device. If you need to download, you must return to this page to connect to your telehealth meeting

8. When your provider has started the meeting, the “Join Call” box will turn GREEN. You can then click to be connected.

The screenshot shows the 'Meeting Hub' section of the Telehealth interface. It includes the same logo and 'Telehealth' text at the top. Below the 'Meeting Hub' header is a link for 'Show Call Notification Settings'. A card displays the name 'MACKENZIE MULDOWNNEY, LCMHC', the time '4:00 PM', and the date 'March 20, 2025'. To the right of this card is a green 'Join Call' button with the text 'provider has started call' underneath. The button and its text are circled in red.