

Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

Non-Urgent Medical Question Meredith Snapp

All messages have been loaded.

You 03/23/2021, 10:42 AM

Hi Meredith,

I have an appointment with you on the 26th. My purposes for seeing you are 1) to get further confirmation of my diagnosis (I am applying for disability benefits); and 2) Talk about setting up a brain scan so that I can get a physical image of my brain injury and/or its effects.

I have some notes I have taken regarding my symptoms. I have severe PTSD. I also have 2 large documents, 1 that gives an account of the events that have caused my traumatic stress brain injury and another that is a printout of a conversation that I had with a former manager. This conversation may be helpful, I think, because it has evidence of bouts of hostility and accompanying emotional pain. I intermittently become hostile with my manager in this conversation.

Should I send to you online or would you prefer I print out these documents and bring to the appointment?

Showing 1 of 1

Please allow up to 48 hours for a reply.

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

RE: Non-Urgent Medical Question

Meredith Snapp

All messages have been loaded.

You 03/24/2021, 3:56 PM

Dr Snapp,

Sounds good. I have several hundred pages of documentation to send you. You can reference as needed. I have a lengthy history, and there is a lengthy background to my condition and to the events that caused my condition.

I will send as PDF through this email system. I have a few more to prepare.

Clint

Showing 1 of 1

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

RE: Non-Urgent Medical Question

Meredith Snapp

All messages have been loaded.

You 03/26/2021, 8:18 AM

I will need to speak with you or someone else at your office before our appointment. I have grave concerns and am about to cancel. Part of my condition is that I have an extreme fear of the mental health system being used to criminally abuse me. Is it possible we could do a virtual visit?

Showing 1 of 1

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA


Non-Urgent Medical Question Meredith Snapp

All messages have been loaded.

You 03/26/2021, 9:20 AM

Here are some documents that I have prepared for our meeting.

1 attachment

 novantDocs

Showing 1 of 1

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

RE: Non-Urgent Medical Question

Lindsay L

All messages have been loaded.

Lindsay L 03/26/2021, 9:33 AM

A virtual visit will be just fine. I have already changed the appointment.

Video visit instructions:

Important notes:

- Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.
- You must have an active MyChart account to participate in a video visit. If you do not have a MyChart account, please sign up for one by visiting MyNovant.org and requesting an activation code.
- Video visits require an Internet connection. Mobile video visits require a connection to either the Internet or a 3G/4G network.
- If you are using your mobile device, you will need to download the MyChart App to your hand-held device before your appointment. You may need to contact your Doctor's office for an activation code to activate your account if you haven't already.**
 - Download the MyChart App from the App Store or Google Play.
 - Open the MyChart App and click Accept to accept the license agreement.
 - Enter Novant in the search field at the top of the screen.
 - Login in with your MyChart username and password.
- If you are joining via your smart phone or tablet, you will also need to download the Zoom App from your App Store and create an account if you don't have one already. Zoom allows face-to-face video conferencing.**
- When you first use your MyChart account for a video visit, you will be asked if you want to allow the MyChart program to use the camera and the microphone—you must click YES or ALLOW for the video visit service to work.*

By iPhone or iPad device

- At least one hour before video visit:** Go to your Device Settings --> Safari --> TURN OFF "Block Pop-ups"
- Open MyChart mobile app and complete e-check in
- 15 min before your appointment time, open the MyChart mobile app.**
- Enter your MyChart username and password.
- Click Sign in.
- Click Appointments.
- Select your video visit appointment from the upcoming Appointments screen.
- Click Begin Visit.
- You will be asked if you want to allow the MyChart program to use the camera and the microphone. Click YES or ALLOW for the video visit to work.
- You will see a Zoom window pop up. Ignore the ID- you will automatically connect.
- Aagree to video and audio if prompted.

Agree to video and audio if prompted.

-If the provider has not yet joined the video visit, you will see their video stream on the bottom and a message that says, "Waiting for Host to start this meeting." Once the provider joins the video visit, you will receive prompts to join with video and to select an audio option.

By Android or Tablet device

-At least one hour before video visit: Go to Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

-Open MyChart mobile app and complete e-check in

-15 min before your appointment time, open the MyChart mobile app.

-Enter your MyChart username and password.

-Click Sign in.

-Click Appointments.

-Select your video visit appointment from the upcoming Appointments screen.

-Click Begin Visit.

-You will be asked if you want to allow the MyChart program to use the camera and the microphone. Click YES or ALLOW for the video visit to work.

-You will see a Zoom window pop up. Ignore the ID- you will automatically connect.

Agree to video and audio if prompted.

-If the provider has not yet joined the video visit, you will see their video stream on the bottom and a message that says, "Waiting for Host to start this meeting." Once the provider joins the video visit, you will receive prompts to join with video and to select an audio option.

By iMac computer

-At least one hour before video visit: Download Google Chrome Browser --> once downloaded, open Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

- Using Google Chrome Go to MyNovant.org and complete e-check in

-15 min before your scheduled appointment time, visit MyNovant.org

-Enter your MyChart username and password.

-Click sign in.

-From the homepage, click "view instructions for your appointment."

-You will be able to click the Test Hardware button to ensure your webcam and microphone are functioning correctly before meeting with your provider.

-When you are ready to begin your video visit, review the Terms and Conditions of Use, and click Begin Video Visit. This notifies the provider that you are ready for your appointment. The provider will begin the visit with you as close as possible to your scheduled video visit appointment time. You will be re-directed to Zoom.

-You may receive a pop-up message when you first connect that requests permission to access your camera and microphone. Click Allow.

-When you are connected to the video visit, the main screen will read "connected, waiting for provider" until your provider signs into the video visit. Once your provider signs into the visit, you will receive prompts to join with video and to select an audio option.

By Windows PC computer

-At least one hour before video visit: Go to Google Chrome --> click on the three little dots at the top right corner --> Settings --> Site Settings --> "Pop-ups and Redirects" --> swipe toggle to Allowed

- Using Google Chrome Go to MyNovant.org and complete e-check in

Using Google Chrome go to mychart.org and complete a check in.

-15 min before your scheduled appointment time, visit MyNovant.org

- Enter your MyChart username and password.
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- When you are connected to the video visit, the main screen will read "connected, waiting for provider" until your provider signs into the video visit. Once your provider signs into the visit, you will receive prompts to join with video and to select an audio option.

Warm regards,
Lindsay, CMA
Certified Medical Assistant to Dr Meredith Snapp

Novant Health Neurology & Sleep - Midtown
1918 Randolph Rd Suite 400
Charlotte NC 28207
(P) 704-384-9437
(F) 704-384-9440

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

RE:Video visit

Lindsay L

All messages have been loaded.

You 03/26/2021, 10:37 AM

I am about to. Please file the attached doc package. Some are duplicates from the last package.

1 attachment

 novantDocPackage

Showing 1 of 1

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Name: Leonard Clinton Williams III | DOB: 11/1/1980 | MRN: 73503481 | PCP: Jacobus P Bliek, PA

Why did I get this brain scan

Meredith Snapp

All messages have been loaded.

You Feb 13, 2:51 PM

Hi,

I visited you many months ago. I wanted a brain scan to use for my disability application. I wanted something to document the change in my brain chemistry or my brain damage. I later found out that a PET scan or fMRI would be best for this. You said "what a scan is good for is to rule out alternate causes", referring to my PTSD. You then ordered this brain scan without even asking me if I wanted it.

I did want it, because I assumed this was for the purposes of getting a settlement with Wells Fargo. It was not. Wells Fargo didn't do anything for me after this.

I am now in a terrible situation because I don't have adequate documentation for my disability case. My records from Atrium are fraudulent (as are my records for Novant), and I do not have a brain scan to show them. I will never have the money to make a down payment on another brain scan.

I would like to know why you imposed this pointless brain scan on me and what I was supposed to get out of it. I am now having to appeal my decision and it is going to get denied because of lack of adequate documentation. Then it will take me 2 years to get a decision through a hearing. I will have to go without income for another 2 years.

Last viewed by staff Feb 14, 3:04 PM

Showing 1 of 1

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