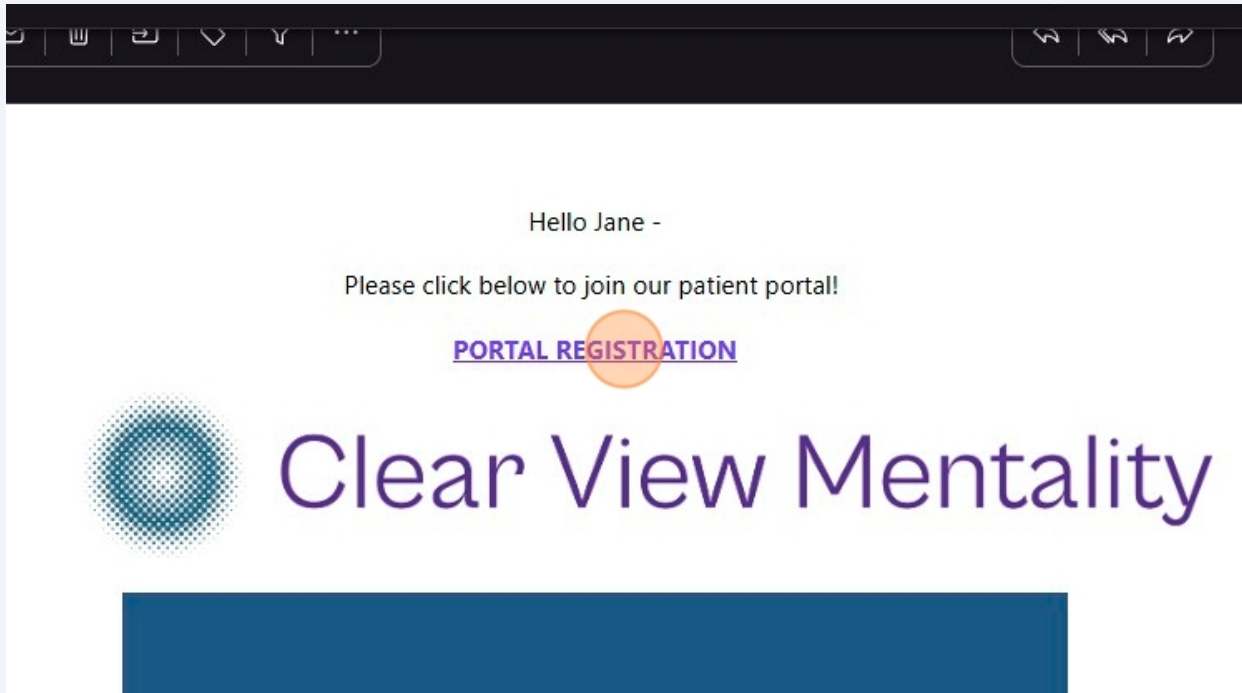


Patient Portal Guide

1

From your email, where you are going to request Portal registration



2 Fill in all required information and click on Request Access

info@clearviewmentality.sprucecare.com
www.clearviewmentality.com

Patient Portal Registration

Safely communicate with Clear View Mentality.

First and Last Name


Email Address

Mobile Phone (Optional)

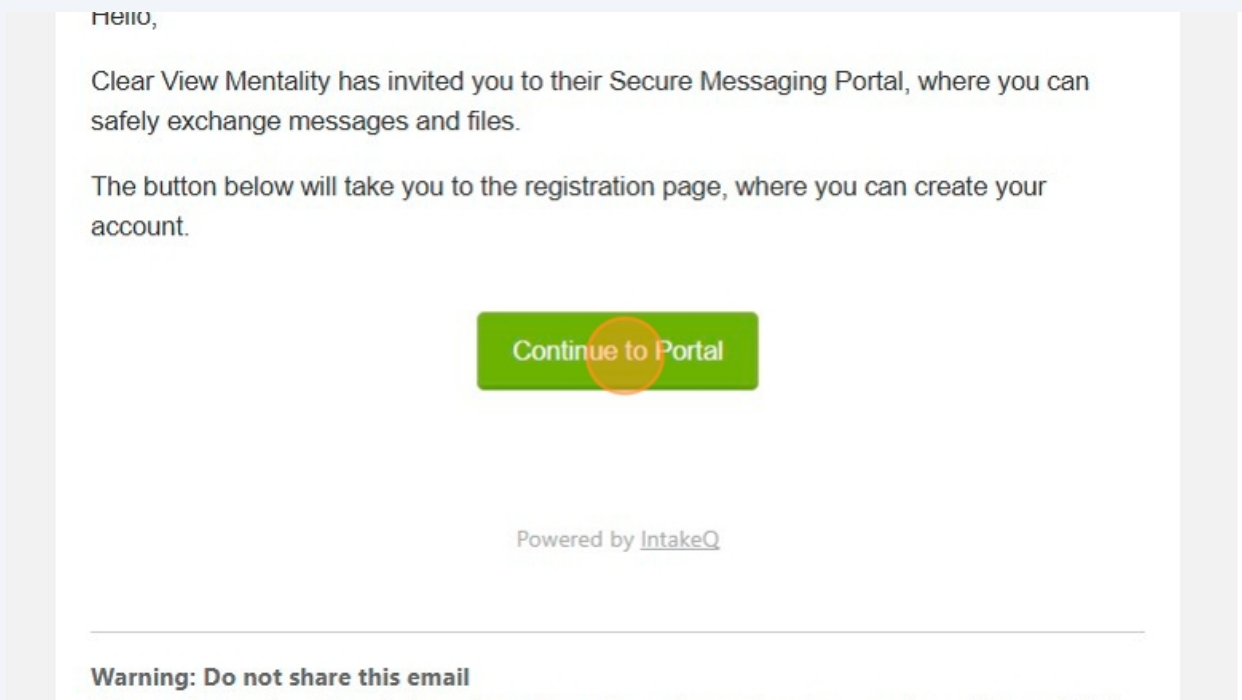
Note (Optional)

[Request Access >](#)

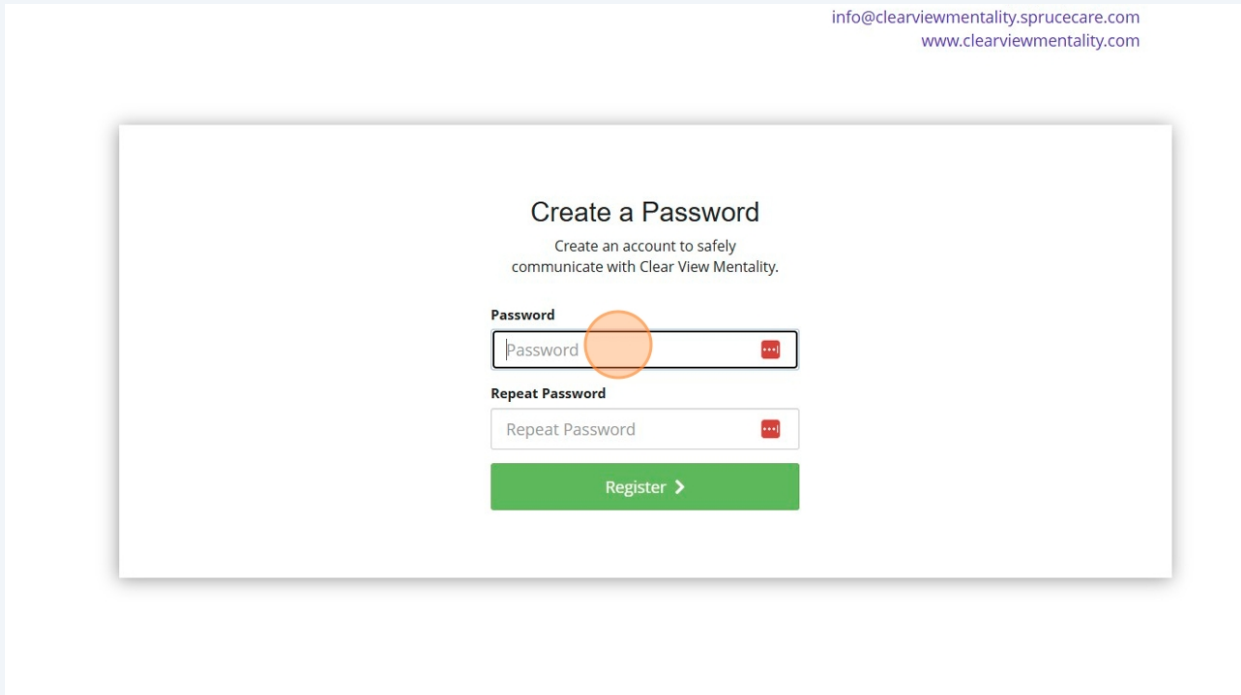
[Already registered?](#)



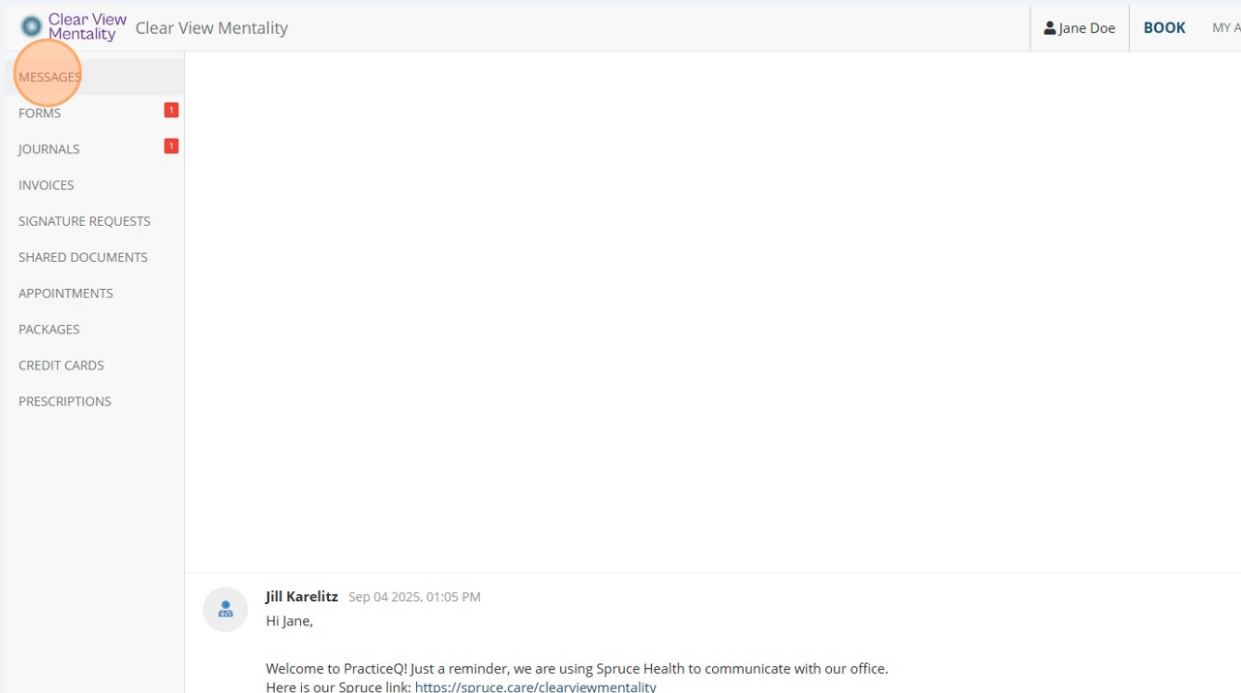
3 Check email for an invite then Click "Continue to Portal"



4 Create a password then click "Register"



5 Bring you to Main screen then you can chose a tab like Messages- to get the link for the Spruce App.



6

Forms- this will show you all completed forms or new forms needed to be filled out. You will also get an email when we first send these out. Click "complete form" to fill out.

Clear View Mentality Clear View Mentality Jane Doe BOOK MY A

MESSAGES
FORMS
JOURNALS
INVOICES
SIGNATURE REQUESTS
SHARED DOCUMENTS
APPOINTMENTS
PACKAGES
CREDIT CARDS
PRESCRIPTIONS

My Forms

pending	GAD/PHQ9	Aug 22, 2025	Complete Form >
completed	GAD/PHQ9	Jul 23, 2025	Open PDF
completed	Patient Intake Form / Consents	Apr 27, 2025	Open PDF

7

Journals "screeners"- This will show any pending or completed screeners. You will also get an email when we first send these out.

Clear View Mentality Clear View Mentality Jane Doe BOOK MY A

MESSAGES
FORMS
JOURNALS
INVOICES
SIGNATURE REQUESTS
SHARED DOCUMENTS
APPOINTMENTS
PACKAGES
CREDIT CARDS
PRESCRIPTIONS

My Journals

pending	GAD/PHQ9	Started on Jul 23, 2025	Submit New Entry >
---------	----------	-------------------------	--------------------

Past Entries -

8

Click "Submit New Entry" to fill out pending journals.

ear View Mentality

Jane Doe BOOK MY ACCOUNT SIGN OUT

My Journals

GAD/PHQ9 pending

Started on Jul 23, 2025

Past Entries ▾

Submit New Entry >

9

Invoice will contain all invoices, you will be able to click on invoice to pay them or print out a PDF once paid. Superbill should be located here but if you don't see it please let us know and we will resend it if needed.

Clear View Mentality Clear View Mentality

Jane Doe BOOK MY A

My Invoices

No invoices have been issued yet

- MESSAGES
- FORMS
- JOURNALS
- INVOICES
- SIGNATURE REQUESTS
- SHARED DOCUMENTS
- APPOINTMENTS
- PACKAGES
- CREDIT CARDS
- PRESCRIPTIONS

10

Signature Requests will be found here for any documents that require your signature but may be missing when we received documents or provider is requesting a signature for any documentation/agreement.

Clear View Mentality Clear View Mentality Jane Doe BOOK MY A

MESSAGES
FORMS 1
JOURNALS 1
INVOICES
SIGNATURE REQUESTS
SHARED DOCUMENTS
APPOINTMENTS
PACKAGES
CREDIT CARDS
PRESCRIPTIONS

Signature Requests

No active signature requests.

11

Shared Documents will hold any documents that have been requested or we are sharing letter through here for any reason.

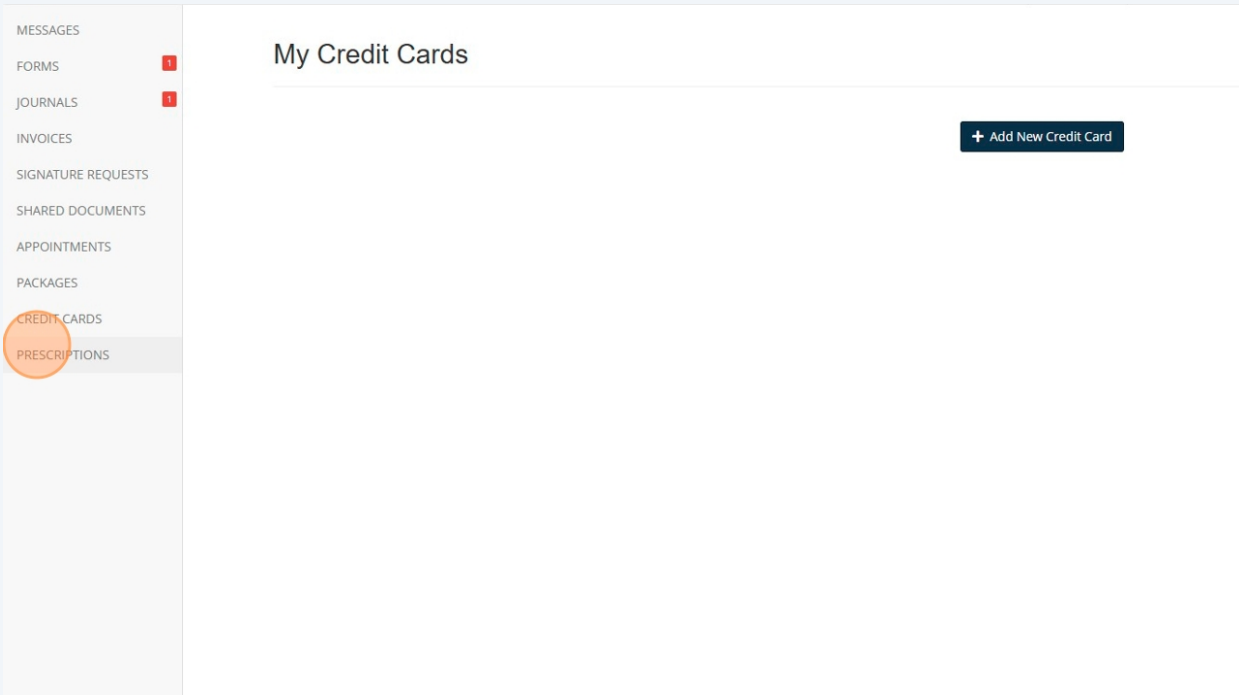
Clear View Mentality Clear View Mentality Jane Doe BOOK MY A

MESSAGES
FORMS 1
JOURNALS 1
INVOICES
SIGNATURE REQUESTS
SHARED DOCUMENTS
APPOINTMENTS
PACKAGES
CREDIT CARDS
PRESCRIPTIONS

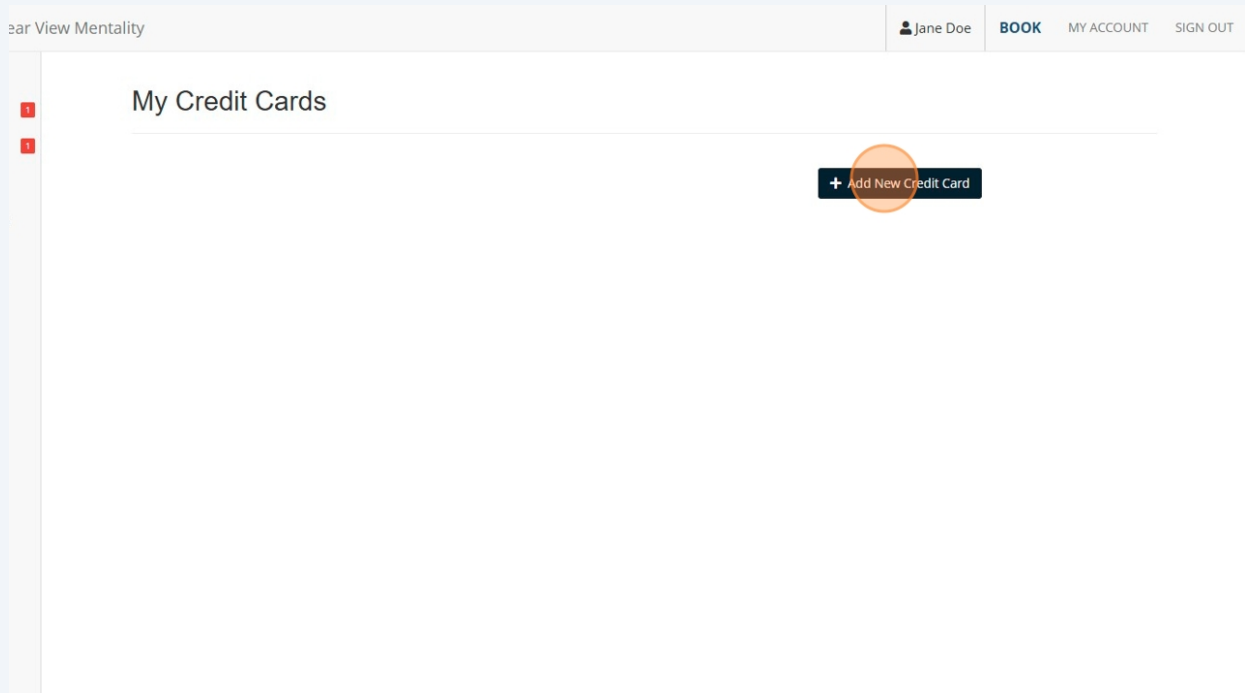
Shared Documents

No documents have been shared with you yet

12 Here is where all card or banking information can be seen.



13 Need to update your Credit card on File. Click "Add New Credit Card"



14 Enter in new card information and hit confirm.

The screenshot shows a modal window titled "Add New Credit Card" overlaid on a user's account page. The modal contains the following fields and buttons:

- First Name:** A text input field with a red "x" icon on the right.
- Last Name:** A text input field.
- Card Number:** A text input field with a red "x" icon on the right.
- CVV:** A text input field with a "CVV" label below it.
- Expiration:** Two text input fields for "MM" and "YY" with a "/" separator between them.
- Zip Code:** A text input field.
- Buttons:** A dark blue "Cancel" button on the bottom left and a green "Confirm" button with a checkmark on the bottom right.

The background page is titled "My Credit Ca" and has a navigation bar with "Jane Doe", "BOOK", "MY ACCOUNT", and "SIGN OUT". A "+ Add New Credit Card" button is visible on the right side of the modal.

15 All you Prescriptions will located here once our providers have entered them into our system. This also show **Book** option for appointment, click "book" to go to our appointment calendar.

The screenshot shows the "My Prescriptions" page. The page title is "My Prescriptions". Below the title is a table with the following columns:

Prescriber	Written Date	Fill Date	Status
No Prescriptions have been sent to you yet.			

The navigation bar at the top right shows "Jane Doe", a highlighted "BOOK" button, "MY ACCOUNT", and "SIGN OUT".

16 Find your provider and click on them



Jill Karelitz

Jill is a board-certified Psychiatric Mental Health Nurse Practitioner with over nine years of nursing experience across various hospital settings in the U.S. and internationally. She specializes in treating individuals with depression, anxiety, ADHD, and bipolar disorders, integrating holistic care to support cognitive wellness alongside medical health.

Jill's diverse background includes roles in telemetry, orthopedics, urology, and psychiatry, as well as serving as a clinical educator. In response to the increased demand for mental health services during the COVID-19 pandemic, she completed her Master's in Nursing at Walden University to focus on psychiatric care.



17 Chose the type of appointment needed, Click "Book Now"

an option

	Manage Appointments
	Duration
Evaluation Appointment is for NEW patients only.	60 min. Book Now
Follow-Up Evaluation Appointment is for EXISTING patients only.	30 min. Book Now
Initial Evaluation Appointment is for NEW patients only. (Not available for appointments needed for a Monday are virtual only)	60 min. Book Now
Low-Up Evaluation Appointment is for EXISTING patients only.	30 min. Book Now

18 Find the date to see available times

30 min
Clear View Mentality - 5950 Fairview Rd, Suite 322, Charlotte, NC 28210, USA

September 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	01	02	03	04
05	06	07	08	09	10	11

19 Click on the time that you would like

21	22	23	24	25	26	27
28	29	30	01	02	03	04
05	06	07	08	09	10	11

*Eastern Time

1:30 PM 3:00 PM

← Back

20 Verify information and Click "Continue"

micare1@proton.me 03/03/1970

Reminder * Mobile Phone *

e (SMS) (803) 920-9914

Continue →

21 Click the "I have read and agree to the Terms of Service." field.

Subscriber

- Online Follow-Up Evaluation
- 🕒 1:30pm - Wednesday, September 10, 2025
- 🌐 Eastern Time
- 📍 Clear View Mentality - 5950 Fairview Rd, Suite 322, Charlotte, NC 282

I have read and agree to the Terms of Service

Confirm Request →

Back

22 Click "Confirm Request"

🕒 1:30pm - Wednesday, September 10, 2025

🌐 Eastern Time

📍 Clear View Mentality - 5950 Fairview Rd, Suite 322, Charlotte, NC 28210, USA

I have read and agree to the Terms of Service.

[Confirm Request →](#)

[Back](#)

23 To see all your Appointments Click "Appointments"

Clear View Mentality Clear View Mentality 👤 Jane Doe [BOOK](#) MY A

MESSAGES

FORMS 1

JOURNALS 1

INVOICES

SIGNATURE REQUESTS

SHARED DOCUMENTS

APPOINTMENTS

PACKAGES

CREDIT CARDS

PRESCRIPTIONS

My Prescriptions

Prescriber	Written Date	Fill Date	Status
No Prescriptions have been sent to you yet.			

24

Look at your appointments, they will state "waiting confirmation" or "confirmed"

The screenshot shows a user interface for 'ear View Mentality'. At the top right, there is a navigation bar with the user's name 'Jane Doe', a 'BOOK' button, and links for 'MY ACCOUNT' and 'SIGN OUT'. The main content area is titled 'Next Appointment' and features a single appointment card. The card displays the date 'Sep 10', the time '01:30 PM EST', the provider 'Jill Karelitz', and the location '5950 Fairview Rd, Suite 322, Charlotte, NC 28210, USA'. A duration of '30 minutes' is also shown. A green 'confirmed' badge is visible in the top right corner of the card, and a dark blue 'Actions' dropdown menu is located in the bottom right corner.

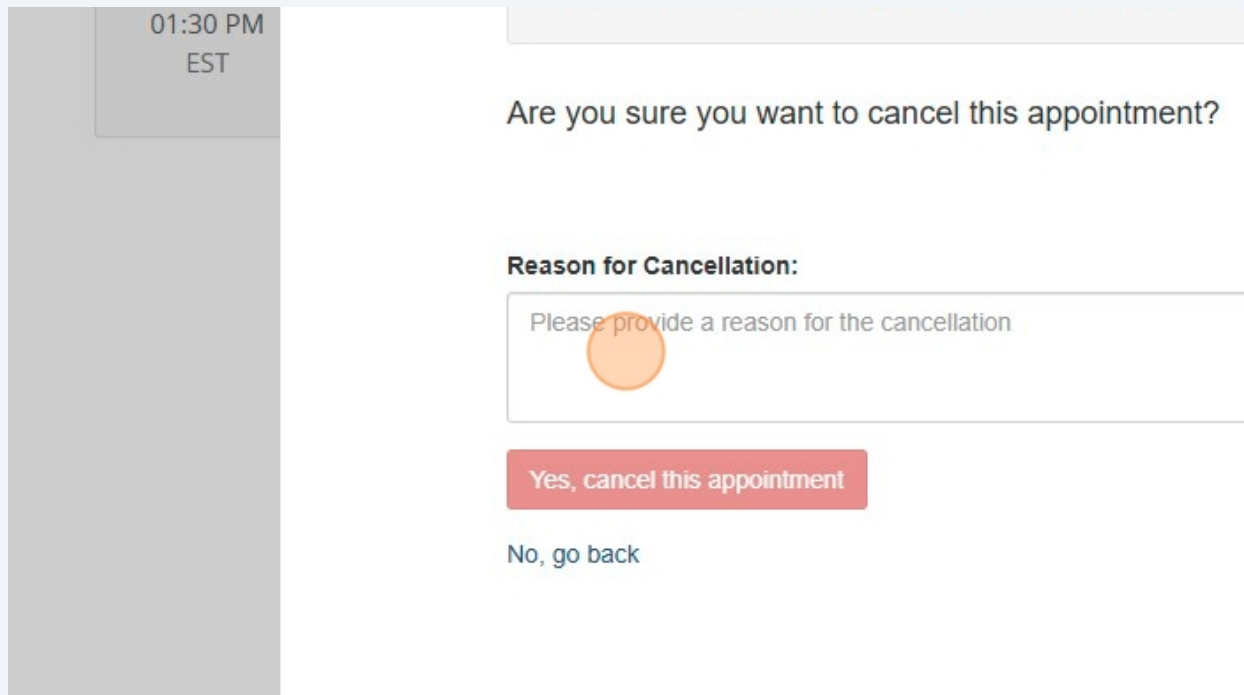
25

Click "Actions Toggle Dropdown" to confirm, reschedule or cancel appointment.

This screenshot is identical to the one above, showing the 'Next Appointment' card for 'Online Follow-Up Evaluation' on 'Sep 10' at '01:30 PM EST' with provider 'Jill Karelitz'. The 'confirmed' badge and 'Actions' dropdown are present. In this version, an orange circle highlights the 'Actions' dropdown menu, indicating the user should click it to manage the appointment.

26

When canceling appointment please provide a reason then Click the "Yes, cancel this appointment".



01:30 PM
EST

Are you sure you want to cancel this appointment?

Reason for Cancellation:

Please provide a reason for the cancellation

Yes, cancel this appointment

No, go back

27

Click "Go back" or "Book New Appointment"



Your appointment has been canceled.

Book New Appointment

Go back