



Attention Patients:

Over the next several months *Marcos Medical Care* will be moving to a new Electronic Healthcare Record (EHR) System called *Athenahealth*. This transition brings tremendous long-term benefits to our patients and clinical staff serving you. However, in order to achieve our goals and improve your patient expectations Marcos Medical Care will need your assistance over the next several months.

How will this impact me as a patient of Marcos Medical Care?

Over the last several months Marcos Medical Care staff have been preparing for this transition to *Athenahealth*. However not all patient information has been transferred from the legacy EHR into *Athenahealth*. You will be asked during your visit to verify information in your medical record and update other information during your visit. Doing this will make future visits quicker and limit the personal data you are updating.

What information will I be required to update? Insurance Information including policy and group numbers, Driver's License, Photo ID's, Emergency contact, Patient Advocate, Office and Financial Policy, and additional forms as requested by your healthcare provider.

Patient Portal Access? A new patient portal will be available to you. This will require a new user setup, so you access the award winning *Athenahealth* patient portal.

Should I arrive early? Currently Marcos Medical Care asks patients to arrive **15 minutes before their scheduled time**. If you feel like you will need more time to complete the automated Check In, we encourage you to come a little earlier. Our goal is to give you time to familiarize yourself with the new office Check-In process and help our staff also during this transition.

Patient Benefits I should expect: After hours appointment scheduling via portal or live operator, access to patient portal 24/7, update personal healthcare information, refill and request prescriptions via portal, quicker check-in times.

What else might I expect? We ask that you be tolerant and empathetic during this transition to a new EHR. The staff will be doing their very best to serve you and learn a new software system while managing patient expectations. While other practices are cutting back on services Marcos Medical Care continues to find ways to improve our services. We are committed to helping you meet your healthcare goals.