



TECHNOLOGY UPGRADE IN PROGRESS

New EHR System!

Last week, our agency began a major transition to a new electronic health record (EHR) system. This type of change is no small task and naturally brings a variety of challenges. We deeply appreciate the understanding and flexibility our patients have shown during this period.

Switching EHR systems is a bit like having a stranger rearrange your entire kitchen—and then being expected to cook dinner that same evening. “Why is the spatula next to the flour?!” That’s exactly how it can feel for our team as we learn a new system while continuing to provide care.

We made this transition with one goal in mind: to improve patient care through better technology. Our previous system created several issues for patients, including the frequent problem of medication refill requests being sent to outdated pharmacies on file. We know how frustrating that could be, and addressing it was one of our highest priorities.

For our patients, this transition aims to reduce appointment wait times, enhance medication refill speed, and improve coordination with your specialists. We’re confident these upgrades will lead to a more seamless and efficient visit.

We are optimistic that our new EHR will resolve many of these challenges and enhance your overall experience with us.

Thank you for your patience, your trust, and for being a valued part of our community as we navigate this change together.

Dr. J



Spring is the time of change, and this year our agency is embracing a season of exciting growth!

AthenaHealth - Electronic Health System

We have adopted a new Electronic Health Record (EHR) system designed to strengthen our medical departments communication and enhance the care we provide to a growing population. With this new system, it is essential for all patients to enroll in the Athena patient portal.

The Athena patient portal will allow you to:

- Access your medications
- Request refills directly from your provider
- Review notes from your recent visits
- View your referrals
- Receive immediate access to your lab results
- Send/receive messages securely with your care team

We kindly ask all patients to take a moment to sign up for the patient portal so we can maintain seamless communication with your care team. If you have not received a link, please contact our office!

If you need assistance, our staff and front office coordinators are ready to help during your next visit to ensure you are enrolled correctly.

We look forward to this new chapter for AIHFS and are confident these changes will strengthen our connection with the community and enhance your care experience.

- The AIHFS Team