



MEDICAL GROUP
Part of Optum®

Mountain View Medical Group

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mvmg.com

Dear Valued Patient,

A New Electronic Health Record (EHR) System at MVMG

The leadership team at the Mountain View Medical Group is pleased to bring you exciting news about our plans to significantly upgrade our Electronic Health Record (HER) platform at our clinics. We have partnered with Allscripts Healthcare Solutions as our primary vendor and selected Touchworks EHR as our Electronic Health Records system. The new system will allow us to improve and streamline our patient care, providing accurate, up-to-date, and complete information about your health care. Other benefits of the new EHR platform include the ability to securely share electronic information with you and other clinicians, streamline provider workflows, increase efficiency, and improve your experience at our clinics.

We are committed to providing each of our patients with the highest quality of care in a timely and respectful manner. In continuing to meet this promise, our clinics are implementing Touchworks EHR **starting on February 22nd, 2021.**

We would like to ask that you take note of the following information in preparation for our Go-Live:

- A. The new EHR system will include a user-friendly and robust patient portal FollowMyHealth. Enrollment for the new portal will begin after February 22nd, 2021. The portal offers the ability to have a video visit with your provider, convenient access to your health records, the ability to request prescription refills and send communication to your provider.
- B. To initiate the new patient portal enrollment please provide your email address to a staff member during your next visit. If you have any questions about the FollowMyHealth enrollment please call the FollowMyHealth helpline at 1-888-670-9775 on or after February 22nd.
- C. Please check your current medications and request refills as soon as possible by contacting your pharmacy to check on any current medications that may need refills, and ask the pharmacist to request the refills from your provider's office. If you need further assistance with medication refills, please contact your clinic directly before February 15th to make your refill requests.
- D. Please speak to a member of the clinic staff during your visit if you need any further assistance or contact your clinic directly and a member of our team will assist you. Our clinics' directory can be found at <https://mvmg.com/locations>

We ask for your patience if you experience occasional slowdowns during your visit to our clinics in the weeks following our Go-Live. We are working diligently to ensure the transition is as smooth as possible for all our patients, providers, and staff by taking proactive steps to avoid any delays in getting medication refills or the assistance you may need.

As implementation continues, we thank you for your understanding and patience. We are excited to work on improving your health care experience!

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 1-833-964-2267 TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-833-964-2267 TTY 711.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請致電：1-833-964-2267 TTY 711。