

Virginia Urology is upgrading to a new electronic medical record system (EMR) towards the end of June. This new system will improve our ability to provide the best integrated care for our patients, it will also offer an improved experience for you! Don't worry – all your patient records will be safely and securely converted to the new system. We will be seeing patients on lighter schedules during implementation. **We are sharing this with you now because you may notice a few things while the new system is being implemented.**

1. Please be mindful that our staff and providers will all be learning this new system together.
2. You may notice it takes a little bit longer to schedule an appointment when calling.
3. A visit may take longer as we adjust to new screens and workflows.
4. You may also experience a slight delay in requests for forms or prescriptions.

We will have limited appointments available in the last week of June and first week of July due to training on the new system. We ask for your help in reserving non-urgent calls and requests for a later date.

Please note that a new patient portal will be launching at the same time as an extension of the new EMR. We hope you will immediately begin using our new patient portal so you can enjoy its benefits.

Some of the benefits of our new EMR for you will be:

- An enhanced patient portal experience with online appointment scheduling.
- A patient kiosk to allow you to complete check-in electronically.
- The ability to receive and send communications through text messaging.

Plus, many more...

We are excited for this positive change and look forward to sharing it with you! We appreciate your understanding and patience as we all work diligently to learn and adopt these new processes.

With much gratitude,

The Physicians of Virginia Urology