

Important
patient
notice

Limited patient services

March 4 – March 24, 2024

We are updating our electronic health records system to better serve you.

What this means to you



Patient portal - Our patient portal will have limited functionality March 4 - 24. You will not have access to appointment information at this time. Also, you will not have the ability to send messages or communicate with your care team, including requesting medication refills. Instead, please call your provider's clinic location.



Paying bills online - Patients will be unable to pay bills through the patient portal March 4 - 24. Instead, please go online to ahni.com and click on Pay a Bill in the top, right-hand corner to pay your bills.



Pharmacy or medication refills - Online refill requests will not be available through the patient portal March 4 - 24. Additionally, we will not be able to send prescriptions electronically to pharmacies March 16 - 24. Please plan in advance for your refills. If a refill is needed during this time, you will need to pick up a paper copy at our clinic location to take to the pharmacy.



Lab work - We will not be able to accommodate walk-in labs from March 12 - 24. If you anticipate needing lab work, please come in before March 12 or after March 24. Or, you can schedule your lab work in advance.



Walk-in appointments - Due to the system upgrade, we may not be able to accommodate walk-in appointments from March 12 - 24. Please call before coming in.

We know this may cause you some inconvenience. We appreciate your patience as we work through this upgrade to help us provide you with better care. For any questions, please contact your provider's clinic.

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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 1-888-696-9637.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-888-696-9637.

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：1-888-696-9637。

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