



The time is almost here! Check out what to expect from our upgraded patient experience.

The time is almost here! We are so excited to launch our upgraded electronic medical record system and patient portal for you, **on October 13, 2025.**

This upgrade to your digital patient experience will make managing your healthcare easier and more convenient than ever before. As part of our commitment to continuous improvement, we've enhanced both our patient portal and mobile app with a range of new features and improved functionality. These updates are designed to streamline the way you access and manage your health information, ensuring a smoother and more intuitive experience every time. **To take full advantage of these enhancements, simply re-enroll in January for seamless access to your care.**

Our team is thrilled to dig in and learn all the ins and outs of our new EMR system so we can better and more efficiently serve you! **To ensure we set aside the proper time for our staff to train and get everything ready, we will have several temporary clinic closures along the way.** Feel free to come in before or after these dates, and we will make sure you are well taken care of!

What To Expect with the New Digital Patient Experience – *Coming October 13*

- As part of our new system, you'll begin to receive **automated patient appointment reminders** via text message or email, as you select your communication preferences with us.
- The next time you have an appointment, we'll help you **register for our [new online patient portal and mobile app](#)** where you can view your health record electronically, conveniently view/request medication refills, securely message your care team, view/request your appointments, and more.
- Once you have access to the patient portal, **you'll want to verify your personal contact information** (address, email, phone, etc.), so we can stay in touch and send you important information about your health.
- **You'll soon be able to submit a medication refill request through the patient portal** and we will work with your pharmacy on file to refill your medications. You can also contact your pharmacy directly to request a refill and expedite the process! This is the fastest way to refill your prescription as it reduces the time between your patient portal request and us contacting the pharmacy on your behalf.

**To learn more about our patient portal, please visit allervie.com/digital-patient-experience.*

Update: Allergy Injection Check-In Process – Beginning October 13

We are updating our allergy injection check-in system to better integrate with our new electronic medical record (EMR).

If you are currently using the key card check-in process, you will be issued a new barcode card beginning **October 14**. This updated card features a barcode that connects directly to our new EMR, ensuring a smoother check-in and more accurate record-keeping.

What this means for you:

1. Continue to check in by scanning your card at the front desk.
2. The new card will replace your current one – please begin using it as soon as you receive it.
3. If you forget your card, you can still check in using the IMS Care App or by asking the front desk staff for assistance.

We ask that you bring your key card to every injection appointment. If you forget your card, you may check in using the IMS Care App or by asking the front desk staff for assistance.

**You should receive one of these cards during your first allergy injection after October 13. If you do not, please ask the front desk and they'll provide one for you.*

Reverify Your Insurance on File

If your last appointment was before **October 13, 2025**, you'll need to re-verify your insurance with the front desk when you come to see us next. Make sure you bring your insurance card with you for your next visit with us!

Reminder! Most insurance policies don't require a referral to see an allergy specialist. We'll continue to accept a comprehensive [list of insurance](#) providers, just as we always have, and don't anticipate any changes at this time.

NEW Billing Number

Our dedicated billing service allows you to call directly regarding questions about billing statements, pay bills over the phone, and set up payment plans.

All new patients and services provided **after October 13, 2025**, will be coordinated through our billing team at our new phone number: **1.866.238.0278**. For the fastest resolution, please call the phone number printed on your billing statement for support. More information about this can be found at billpay.allervie.com or on your [location page on allervie.com](#).