



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 December 3, 2025**.

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, our clinic will be closed on Wednesday, December 3.** Feel free to come in before or after these dates, and we will make sure you are well taken care of!

If you have any questions about these exciting changes, please feel free to call our offices directly or visit www.allervie.com/ to learn more.

What To Expect with the New Digital Patient Experience

We're rolling out a new system to help us better manage your care and stay connected with you. This upgrade improves how things run behind the scenes, allowing us to serve you more efficiently and effectively.

- 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.

Important: Your Current Patient Portal Will Be Turned off on December 3

As part of this upgrade, **your current patient portal will be permanently disabled on December 3, 2025**. To continue accessing your health information, receive messages from your care team, request refills, and stay informed about your care, it's important that you enroll in our new patient portal as soon as it becomes available.

How to Prepare for Our New Patient Portal

As part of this transition, all patients will need to complete our updated patient paperwork. Patients who have a scheduled appointment **after December 3** will begin receiving new patient paperwork to fill out beginning

December 2. This new documentation will be essential for ensuring that your information is correctly entered into the new system, and you have full access to our new patient portal.

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

Reverify Your Insurance on File

If your last appointment was before December 3, 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 December 3, 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.

New Way to Stay Informed About Clinic Closures (Walk-In Shot Patients)

We've heard your feedback! We'll soon be introducing a better way to keep walk-in immunotherapy patients updated about clinic closures and schedule changes. For now, visit allervie.com/announcements or check your clinic's Google location listing for the latest details on hours and availability.

We look forward to bringing you the latest innovations in allergy, asthma, immunology, and clinical research. Get ready for an even better care experience – because you'll always be at the heart of everything we do.

Sincerely,
AllerVie Health - Huntsville