



A COMMUNITY OF CARING

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Accredited by the Accreditation Association for Ambulatory Healthcare (AAAHC)

Dear Patient,

As you may know, **Springfield Clinic is transitioning to a new electronic health record system.** Many of our locations and providers have already moved to our new system, athenahealth.

One feature of this new athenahealth system is an online patient portal. The athenahealth portal provides a modern way to access your patient information, appointments, medical history and billing statements in one platform. As your trusted Springfield Clinic providers move to this system, you will be able to take advantage of this portal experience!

To make this transition easier for you, we've outlined what you can expect as a patient below:

Before your next appointment:

Contacting Your Provider(s) Through the Current Patient Portal

As providers transition to the new athenahealth platform, they will no longer be accessible on the FollowMyHealth patient portal. Rather than directly messaging these providers, please call their offices if you have a question for your care team.

- For the full list of locations that have transitioned to athenahealth, visit www.springfieldclinic.com and click **Patient Portal Login** in the top right-hand corner of the page.

Accessing Your Medical Records in the Patient Portal

Your medical records in the FollowMyHealth portal will remain in your account. However, all future patient visits and test results will appear in athenahealth moving forward.

Pre-Register for Your Appointments

A week prior to your next appointment, you'll receive a text and email from Springfield Clinic to complete pre-registration to confirm your patient information and insurance. Filling this information out will make the check-in process at your next appointment easier.

At your next appointment:

Sign-Up for the NEW athenahealth Patient Portal at Your Visit

When you arrive for your first visit with a provider who has transitioned to athenahealth, our front desk staff will send a personalized athenahealth portal invitation to your email or mobile phone so you can enroll. Simply click the link provided and set up your account.

Once you've checked in to your appointment and your athenahealth portal is activated, you will have immediate access to directly message that provider who is already active on the new system. You can also view test results, request prescription refills and view visit notes through the new athenahealth portal.

After your next appointment:

Access to Your Medical Records

You will retain access to your medical records in FollowMyHealth for all visits prior to when your provider transitioned to athenahealth.

You can also request medical records at any time at www.springfieldclinic.com/medical-records or by calling the Correspondence Section of Springfield Clinic's Health Information Management Department at **217.528.7541** or **800.444.7541, ext. 77352**.

Updated Billing Statements

After visiting a provider who is active in the new system, bills you receive will look slightly different than bills you received previously. For more information on why this change was necessary, images of sample statements, FAQs and links to pay online visit <https://www.springfieldclinic.com/pay>.

Please note that some of our providers have not made this transition to athenahealth yet, so they are still using the FollowMyHealth patient portal. If you need to speak with a care team who is not active in athenahealth yet, please call their office directly. See our department direct phone numbers at www.springfieldclinic.com/contact-us.



Questions?

For the full list of locations that are live in athenahealth, and for answers to frequently asked questions, scan the QR code to the right or visit www.springfieldclinic.com.

If you need assistance with setting up your athenahealth portal after you've checked in to your **next visit at an athenahealth live location**, please contact our portal support team at **217.528.7541 ext. 70228** or portalsupport@springfieldclinic.com.

We appreciate your continued trust in Springfield Clinic for your health care needs, and for your patience as we complete this transition to a new electronic health record system.

Sincerely,

Springfield Clinic