



February 2009

On February 24<sup>th</sup>, Skagit Valley Medical Center will implement a new computerized practice management system which involves the patient scheduling and check-in processes. As with any new system, we anticipate some delays while our staff becomes proficient with the new system. Your patience during this time will be greatly appreciated.

You can help us make this transition as smooth as possible by taking the following steps:

- Please plan to arrive at least 10 minutes earlier than usual for your appointment
- Expect longer wait times
- Be prepared to provide information you may have given before such as insurance cards and emergency contacts
- Expect that for a short time you may receive two billing statements

We apologize for any inconvenience this implementation process may cause and appreciate your cooperation as we transition to this new system.

Should you have any questions, please contact our Administrative Office at (360) 428-2523.

Sincerely,

*Skagit Valley Medical Center*