

New Patient Portal Provides 24/7 Access

Thunderbird Internal Medicine is in the midst of a conversion to a new electronic medical record system called eClinicalWorks which moves billing, scheduling and medical records into one streamlined program. While no transition of this magnitude is seamless, we are excited with our progress and the enhancements in communication and record-keeping that it will offer our patients, providers and staff.

Among the most visible change for patients is the eClinicalWorks Patient Portal which gives patients 24/7 access to their medical information from their home or office. Once finalized, Thunderbird IM patients will be able to:

- Enter medical history on-line
- Send messages to their doctor's office
- Complete New Patient Registration and Patient Pre-Registration

- Refill prescriptions
- Check lab results
- Schedule appointments
- View current and past account statements
- Obtain patient education materials

Among other changes, patients will notice a different look and feel of office informational material including new patient education hand-outs; a smart phone app for patients to download to their phone/device; and a new automated message system for appointment reminders. In the future, this system will also be used to provide support in reaching specific health goals to patients sharing health concerns such as diabetes, obesity or high blood pressure.

“Communication is an essential component of preventive medicine and the new patient portal allows for

safe, private access to important health information over the Internet,” said Rachael Vasko, Clinical Director. “This system is preparing us for the future while enhancing the patient experience.”

As for timing, we anticipate the web portal to be up and fully functional by mid June, however scheduling and account statements will likely not be accessible until late summer. As new services become available, we'll communicate this through the web site, the patient newsletter and other in-office communication tools.

“Although we experienced some hiccups at the start of this transition, we're confident that eClinicalWorks will optimize our ability to serve our patients,” said Rachael. “We have been so grateful for our patients' continued patience and support!”

Share Concerns of Dementia

Our aging population brings with it a dramatic increase in the prevalence of dementia affecting a staggering 25 to 47 percent of those ages 85+. Dementia can cause progressive cognitive and functional dependence, depression and injuries. Among all primary care patients older than 65 who have dementia, approximately one-half are undiagnosed.

If you notice signs of dementia in a loved one such as impairment in thinking, memory loss and trouble communicating, share the information with his/her primary care physician.



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