

A QUICK NOTE FROM OUR TEAM

Thank you for your **patience** while we learn something new

We are switching to a new medical record system called Epic. While our team gets comfortable with it, parts of your visit may take a little longer than usual.



A few extra minutes

Check-in, your visit, and checkout may move a bit slower as we learn new steps.



Same great care

Same doctors, same team, same attention on you. Only the screens are new.



Questions? Just ask.

Any of us are happy to help. Thank you for your kindness while we get there.

SOMETHING NEW IS HAPPENING HERE

We're improving our technology to **serve you better**

We're moving to a new health record system called **Epic**, built to improve communication, safety, and your overall experience with us.



What you may notice

More time on screens, new steps for our team, and small delays at times.



You're our top priority

We're working together to keep your care safe, smooth, and coordinated.



How you can help

Ask questions anytime. Still have a concern? Please speak up again.



We want to hear from you

Have a concern? Ask to talk with a supervisor so we can help right away.



YOUR NEW PATIENT PORTAL

Our patient portal is moving to MyChart

Our MEDENT patient portal is going away. Epic MyChart replaces it, with UBMD, ECMC, and Kaleida Health in one app.

OCT
12

Starting Monday, October 12

Sign up and see your upcoming appointments.

OCT
24

Starting October 24

Use all of MyChart's features with UBMD.



Already use MyChart with Kaleida Health?

Keep your account and add UBMD in the app.



Get the free app



iPhone



Android

UB MD ORTHOPAEDICS
& SPORTS MEDICINE

A MEMBER OF



UB MD
PHYSICIANS' GROUP

Need an activation code? Ask our staff.