



To our loyal patients,

January 5, 2019

We want to welcome all of our patients into the New Year and our new practice "**Premier Women's Care of Southwest Florida**".

With this transition we are aware of some difficulties that our patients are experiencing, and we sincerely apologize for any inconveniences.

Please attempt to sign up for the patient portal via our website **www.pwcsvfl.com**.

It may be easier to accomplish this on a home computer or iPad but can also be attempted on a smartphone.

The portal will allow you to communicate directly with the office, request appointments, request extensions on prescriptions and report new symptoms or concerns.

We are aware of many problems with our phones currently. We are working hard to resolve the technical problems of establishing this new phone service. Your questions will be answered more quickly through accessing the patient portal. If you would like to schedule an annual exam or non-urgent follow up and prefer to call in please give us a few weeks to optimize our phone system so that you don't experience long wait times or frustration.

Additionally we are experiencing longer than average wait times in the office as all patients need to be registered as 'new' patients. Our wait times are currently 60-90 minutes, but getting shorter everyday. We understand that nobody wants to wait and many people do not have time in their busy schedules to wait. If you are in the office and need to reschedule please come to the front desk.

All patients with an office appointment will receive an email from "Premier Women's Care" 3 days before their appointment to fill out online paperwork. As all patients are "new" to our system this information is very important to keep your medical record accurate as well as expedite your check in process.

Thank you all for your patience while we make this transition. We are excited to work together to promote your best health in "Premier Women's Care".

Dr. Bower, Dr. Brown, Dr. Del Bianco, Dr. DiGiorgi, Dr. Eligeti, Dr. Flieshman, Dr. Josyln, Dr. Kovaz, Dr. Krauss, Dr. O'Hara, Dr. Shimp, Dr. Stubbs, Dianne Byrd, Theresa Buckley, and the entire Premier Women's Care team.