

Patient FAQ: Aspire Family Medicine Consolidation

1. My appointment is on February 17. Where do I go to see my provider?

A: All patients with appointments scheduled after the consolidation will receive personalized notifications, including phone calls and other communications, to inform them of the change and confirm the location of their appointment.

2. What happens to my medical records?

A: Your medical records will continue to be securely stored in Aspire's cloud-based electronic medical record system. If you haven't already, we encourage you to sign up for the Aspire Patient Portal. Through the portal, you can access your records, communicate directly with your care team, and receive important updates.

To sign up, visit www.aspirebetter.com and click "PORTAL" at the top of the homepage. From there, you can create a new account or log in to an existing account.

3. Can I still use Aspire's urgent care services?

A: Absolutely! Aspire Urgent Care remains open to all members of the community, whether you are an Aspire Family Medicine patient or not.

4. Will the staff remain the same?

A: Yes! We are pleased to assure you that your care team, including your providers and staff, will remain the same as you transition to the Linglestown Road location.

5. Why is Aspire making this change?

A: As an independent practice, Aspire is committed to making strategic decisions to remain competitive and continue offering high-quality healthcare. Consolidating family medicine under one location allows us to operate more efficiently, ensuring the long-term sustainability of our services while maintaining the care you trust.

5. Will you still accept my current insurance? Will you be accepting new ones?

A: Aspire will continue to honor all current insurance plans it accepts. Additionally, Aspire is actively working to establish contracts with new insurers to further expand its reach and services within the community.

We appreciate your understanding and cooperation as we transition to better serve our patients and community.