



Claire Conrad, MD, FAAP Julie Ellner, MD, FAAP Elizabeth Evans, MD, FAAP
Luz Gonzalez, MD, FAAP Serena Larsen, MD, FAAP
Daniel Truong, DO, FAAP, CAQSM

Dear Patients and Families,

We're excited to share that Mercer Island Pediatrics is transitioning to a new electronic health record system, **Develo**, on March 17, 2025! This change will bring a modern, seamless experience to managing your child's healthcare while enhancing communication, scheduling, and billing.

What This Means for You

With Develo, you'll enjoy:

- ✓ **A Convenient Family Portal** – Easily access your child's immunization records, growth charts, visit summaries, and lab results all in one place. We are piloting secure non-urgent portal messaging with our team in hopes of improved communication.
- ✓ **Streamlined Appointment Check-Ins** – Complete forms, update insurance, and verify information from your phone before arriving via **advance check-in through text messages**.
- ✓ **Smart Visit Reminders** – Get automated appointment reminders and health screenings to keep your child on track with their care.
- ✓ **Simplified Billing & Payments** – View outstanding balances across siblings and make secure online payments or set up payment plans. You'll also receive **text messages with payment links** for quick and easy transactions.

We appreciate your patience as we are transitioning to a new system! While we strive to make this process as seamless as possible, you may experience brief delays as our team adapts to the updated workflows. During scheduling, you will receive text messages to verify your information. Please ensure we have your most up-to-date details on file. Your participation is key to helping us provide the best possible care for your child and family. Our goal is to enhance both your experience and the efficiency of our services. Thank you for your support!

If you have any questions, feel free to reach out to our office. Thank you for trusting us with your child's healthcare—we're excited about these improvements and can't wait for you to experience the benefits of Develo!

Best,
Mercer Island Pediatrics

9675 SE 36th ST, Ste. 100, Mercer Island, WA, 98040

Phone: 206-275-2122 Fax: 206-275-0860 Website: www.mipediatrics.com