



News and Information from Valley Medical Group November 2023

Valley Medical Group is always looking for ways to improve our communication with patients. We want to be informative and engaging; brief but thorough. It's a challenge. With that in mind, we have begun using a new outreach tool: two-way secure texting. This will allow VMG to reach out to patients and receive text replies in return. Our first effort was an outreach initiative for patients with high blood pressure, asking them if they had a home Blood Pressure cuff, offering to order one if they did not, and receiving updated home blood pressure readings. Given its effectiveness, we anticipate additional outreach initiatives in the future. All messages are clearly labeled "Valley Medical Group."

In other communication news:

- The **patient portal** is still the best method for communicating questions about your personal medical care. It is a great way to ask a clarifying question about a new medication you were prescribed, report a side effect, review a lab result, or to confirm instructions from a recent visit.
- Please **schedule an appointment** if you have a new medical issue or are looking for a referral for a new [medical](#) problem.
- Portal messages are **managed by VMG staff** to review your messages and triage your requests in a timely manner.
- As always **medication refills** are best managed by contacting your pharmacy.