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Dear Families,

We wanted to let you know about an upcoming change at Infinity Pediatrics. In the coming weeks, we will be transitioning to a new electronic medical record (EMR) system.

This change is an important step toward improving how we provide care and communicate with you. However, during the transition period, there may be some temporary disruptions to our usual operations.

**From April 24 to May 7:**

- There will be a period when we are unable to book or reschedule routine appointments
- Phone lines and email responses may be slower than usual
- Some administrative processes may take longer than normal

We are working hard to make this transition as smooth as possible and to minimize any inconvenience to your family. Urgent medical concerns will continue to be prioritized, and we will ensure appropriate care remains available.

If you need a prescription refill or would like to book an appointment, we encourage you to do so prior to April 24.

We appreciate your patience and understanding during this time. If you have urgent concerns, please contact the clinic as usual.

Thank you for your support as we make this important upgrade.

Warm regards,  
The Team at Infinity Pediatrics