



## **New Patient Portal and Management System**

Thank you for choosing Auxilium as your mental health provider. We are committed to providing you with the best client experience possible. Updating our electronic health record (EHR) system is one way we are seeking to improve service delivery. Starting September 2, 2024, we will begin our transition away from Simple Practice to our new partner, **DENmaar**.

You will be able to access information in a new client portal. During this period of transition, you will be invited via email to access the client portal. For appointments starting September 2, 2024, appointment notices will be sent out via the DENmaar system. Please be on the lookout for these emails and text messages. If you do not receive an email invite or are not receiving notifications for appointments, please inform your therapist or email us at [DENmaar@auxiliumpscychology.com](mailto:DENmaar@auxiliumpscychology.com).

During the period of transition, you may still receive notices and invoices through the Simple Practice system for dates of service prior to September 2, 2024.

If you have questions or concerns, please check our webpage at [AuxiliumPsychology.com](http://AuxiliumPsychology.com) and search for the "client portal" tab and select FAQs for frequently asked questions. If you have a unique question, please email us at [DENmaar@auxiliumpscychology.com](mailto:DENmaar@auxiliumpscychology.com) and we will seek to answer your question(s) as soon as possible.

Though Simple Practice offered us many reasons to stay, we are transitioning to DENmaar for a number of reasons. The new system offers several enhanced features, including:

- **Improved User Interface:** A more intuitive and user-friendly design to streamline your experience, and provide you with more access to your information.
- **Better Integration:** Seamless integration between the health record system and revenue cycle management team to provide more accurate billing and cost of services.
- **Enhanced support:** DENmaar offers more immediate and responsive support to our team, which will have added benefits to our clientele.

We believe that this upgrade will improve your experience and allow us to serve you better. We appreciate your understanding and cooperation as we make this important change.

Again, the best way to reach us regarding your questions and concerns will be to email us at [DENmaar@auxiliumpscychology.com](mailto:DENmaar@auxiliumpscychology.com). This will allow us to more easily track and respond to messages, update responses on the webpage, and enable our staff to stay focused on your care.

Thank you for your patience during this transition.

Sincerely,

Dr. Ryan Baker and Dr. Erin Jenkins Baker  
Licensed Psychologists  
Owners