Dear colleague,

We want to make you aware of a transition taking place with Dartmouth Health Connect, the primary care practice that is available to employees (and their adult family members) who are enrolled in a medical plan through Dartmouth. Dartmouth launched the Dartmouth Health Connect practice in 2012 in partnership with Iora Health as a convenient way for employees to access high quality, innovative care. Iora was recently acquired by One Medical, which was subsequently acquired by Amazon. Although ownership of the practice has changed, they remain committed to providing the excellent health care and personalized patient experience that has been our goal from the beginning.

One Medical brings new features to the practice, including 24/7 virtual access to a provider and an easy-to-use app you can use to schedule appointments, refill prescriptions, and view your medical records. They continue to offer longer unrushed appointments, on-site lab services, and same- or next-day appointments for urgent needs, all with no copayment.

Given this transition, the name of the practice will change from “Dartmouth Health Connect” to “One Medical at Dartmouth.” This will not only eliminate any confusion between “Dartmouth Health Connect” and “Dartmouth Health,” but will also allow patients to tap into all of One Medical’s new features.
There have also been some recent staffing changes. It was communicated to patients in March that both Dr. Anne Johnson and Dr. Joel Lazar will be leaving the practice this month. We understand this can be unsettling. Although there is a national shortage of primary care providers, One Medical is actively working to recruit additional staff. A new physician assistant, Erin Storm, PA-C, joined the practice in early March, and she is able to support patient needs until additional positions have been filled. The in-office providers are also supported by a robust Virtual Medical Team who can treat many of the most common acute care needs patients have. At this time, the One Medical at Dartmouth practice is not accepting new patients.

If you are a current Dartmouth Health Connect patient, you will receive additional details directly from One Medical, including how to set up your One Medical account (you must register with One Medical to continue receiving care). You may also find our Frequently Asked Questions helpful.

We realize change is never easy and inevitably, there will be some bumps along the road, so we thank you in advance for your patience on this journey.

Best,
Rick & Dave