

Important Announcement

Patients, Please Read Carefully

Kootenai Health will be taking over the management of the Hagadone Medical Clinic from PMR Healthcare in June of 2026. For your convenience, we have compiled answers to common questions about the transition here. Thank you for your attention to this important information.



HAGADONE

MEDICAL CLINIC

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HEALTHCARE

SINCE 2005

Important Dates & Schedule

Current PMR Healthcare patients should mark their calendars for the following dates during the transition:

Wednesday, May 27th

Medication refill requests for prescriptions dispensed at the clinic should be submitted to PMR Healthcare by May 27th. You can do this by calling, emailing, or sending a message through your patient portal. On/after this date, requests will be subject to on-hand availability in the clinic.

Monday, June 1st – Friday, June 5th

Final week for patient appointments. Medication requests will be subject to availability, and PMR Healthcare will submit requests to the pharmacy of your choice if needed. Lab services will continue to be available.

Monday, June 8th - Thursday, June 30th

PMR Healthcare will finish processing any outstanding lab tests and closing out patient files. Patient records will be transferred along with the practice (clinic).

Medical Records

Your medical records will remain with the Hagadone Medical Clinic; PMR Healthcare will transfer these to Kootenai Health. If you'd like your own copy as well, you can choose to do either of the following through **June 30th**:

Option A (Fastest)

1. Login into your patient portal
2. Download and/or print your medical records

Option B

1. Visit the clinic website & select the "Release of Info" button; download and complete the form
2. Email the completed form to pmrhagadonecda@pmrhealthcare.com

Requests can be submitted to

RecordRequest@PMRHealthcare.com after July 1st

Scheduled Appointments

You will receive a **cancellation notice** for any appointments you had previously scheduled with PMR Healthcare for **on/after Monday, June 8th**. *You will need to reschedule directly with Kootenai Health once they begin operating within the clinic.*

Medical Team

Your new medical team & practitioners will be introduced by Kootenai Health; your PMR medical team and providers will not be available for appointments at the Hagadone Medical Clinic after Friday, June 5th.

Clinic Location & Contact

The Hagadone Medical Clinic will remain in the same location; however, it will now be operated by Kootenai Health. PMR Healthcare will be available at the same email address & phone number as current until Friday, June 5th. Your HR department or Kootenai Health will confirm the clinic's contact information, as well as how to make appointments

What Comes Next

If you have questions about what to expect after PMR Healthcare hands over the practice, or about how this may affect your other benefits, we recommend reaching out to the Hagadone Corporation's HR department directly.

Access to Other PMR Clinics

Hagadone health plan members will not be able to transfer their care to another PMR Clinic. *It has been our pleasure to serve you. We wish you the best health in the future.*