



AthenaOne FAQ Sheet

Project Beacon – PMG's EMR Transition

What is AthenaOne?

AthenaOne is PMG's new electronic medical record (EMR) platform. It provides integrated scheduling, documentation, orders, billing, and patient communication tools in one streamlined system.

Why is PMG switching from Medent to AthenaOne?

AthenaOne offers modern, cloud-based features that improve workflow efficiency, patient experience, provider documentation tools, reporting, communication, and scalability.

When will AthenaOne go live?

PMG's go-live is planned for May 2026. Staff will receive training, workflow updates, and hands-on support beforehand.

How long will the transition take?

The transition will take approximately 9 months including configuration, workflow development, training, and readiness activities.

How will AthenaOne training work?

Training will include online modules, role-specific classes, hands-on practice, quick guides, and support from super users and the Project Beacon team.

Who can I contact with questions?

Use the 'Send Us Your Questions' form on the Information Portal or email social@premiermedicalhv.com.

Will patients notice a difference?

Patients may experience more efficient check-ins, enhanced communication, improved access to records, and better coordination.

What support will be available during go-live?

PMG will provide on-site support teams, super users, quick reference materials, real-time troubleshooting, and daily updates.

How will updates be communicated?

Updates will be shared on the Information Portal, in monthly newsletters, in meetings, via email, and during Roadshows.

How can staff get involved or share feedback?

Attend Roadshows, complete surveys, share workflow suggestions, and submit questions or ideas through the Information Portal.