



**WEST HILLS  
HEALTHCARE CLINIC**



Dear Valued Patients,

For over 30 years, West Hills Healthcare Clinic has had the privilege of serving this community with compassionate, personalized care. It is with a heartfelt sense of responsibility and optimism that we announce an exciting new chapter for our clinic: West Hills Healthcare is joining Praxis Health, the largest network of primary care clinics in the Northwest.

This partnership was not a decision made lightly. Praxis Health's reputation for prioritizing patients' well-being and delivering exceptional care aligns perfectly with our own values. We are confident that, under their guidance, you will continue to receive the same high-quality, patient-focused care that has been our hallmark for decades.

Primary care today presents many challenges, but our commitment to our patients and staff remains steadfast. Dr. Nyquist and Dr. Hyder will continue to serve you with the same dedication and compassion that you've come to trust. While this transition allows us to improve and adapt, it does come with challenges.

As we make the switch to Praxis Health, changes to our provider team will temporarily reduce our capacity to see all patients as quickly as we would like. We understand that this may lead to delays and adjustments in early 2025. Please know we are actively working to recruit talented new team members to join our clinic next year, ensuring we can meet the needs of our growing community.

We ask for your patience and understanding during this transition period. Our entire team is committed to making this process as smooth as possible, and we remain deeply grateful for the trust you have placed in us over the years.

Thank you for allowing us to care for you and your families. We are excited about this new chapter with Praxis Health and look forward to continuing to serve you with excellence.

Warm regards,  
Dr. Ted Nyquist & Dr. Ashley Hyder  
& The West Hills HealthCare Team

2163 NW 2nd Street  
McMinnville, OR 97128  
(503) 472-4197  
[westhillshealthcare.com](http://westhillshealthcare.com)



Dear West Hills Healthcare Patients,

It is with great pride that we welcome you to the Praxis Health family. For over 30 years, West Hills Health Care has been a trusted provider of compassionate, personalized care in this community. At Praxis Health, we are committed to honoring that legacy and supporting the clinic's mission of delivering exceptional primary care.

We understand that the recent decrease from five providers to only two within the practice has been a challenging reality for many patients. This change reflects the broader difficulties facing primary care today, but we are working diligently to recruit talented providers to join the practice and the community as soon as possible. Our priority is to rebuild capacity and ensure that every patient receives the care they deserve.

We deeply respect the history and dedication of Dr. Nyquist, Dr. Hyder, and the entire West Hills Health Care team. As they continue to serve you during this transition, we appreciate your patience and understanding as we work to strengthen the clinic and improve access to care in 2025.

Your health and well-being are at the heart of everything we do, and we look forward to continuing the same high standard of care that West Hills Health Care has provided for decades.

Thank you for trusting us with your care. We are excited to be part of your healthcare journey and are grateful for the opportunity to serve you.

Warm regards,  
The Praxis Health Team





## What Will Change?

- New Name & Logo**  
Our name will change from West Hills Healthcare Clinic to:



- Change in Providers**  
The following providers will remain at our clinic:



Ted Nyquist, MD  
Ashley Hyder, MD

- Multiple Locations**  
Means more coverage.



Praxis Health has over 40 locations across the Pacific NW  
[www.gopraxishealth.com/](http://www.gopraxishealth.com/)

- New Website**  
The old website will redirect for the early part of 2025



[westhillsfamilycare.com](http://westhillsfamilycare.com)

- New start date**  
New changes will take effect on:



January 1st, 2025

## What Will Remain the Same?

- Same Great Care**  
You will continue to receive the same high level of individualized health care.

- Same Location**  
2163 NW 2nd Street  
McMinnville, OR 97128

- Existing Insurances Accepted**  
Most, if not all current insurances should be accepted. For a list, visit:  
[WestHillsFamilyCare.com/insurance-plans](http://WestHillsFamilyCare.com/insurance-plans)

- Medical Record Access**  
The current team will retain access to your records, even though the Electronic Health Record system will be changing.

## Other Important Changes



### On-Call Services

Our after-hours and on-call providers are available to assist with **urgent medical concerns** that cannot wait until regular clinic hours. Please **do not use this service** for:

- Antibiotics or medication requests (i.e.: Rx for UTI, steroids for acute issue)
- Prescription refills
- Scheduling or rescheduling appointments
- Non-urgent questions about ongoing care

Please note we do not diagnose, refill medications or treat patients afterhours. However, if you are not sure if you should head to the ER or if your concern can wait until the office opens, please give us a call.

For urgent needs that require immediate attention, such as severe symptoms, suspected UTI, injuries, or other acute issues, please consider visiting a local urgent care or emergency department, as they are often the most appropriate resource for after-hours care.



### Online Patient Portal

Starting January 1st, the current patient portal, Updox, will transition to My Health Record. Beginning in 2025, you'll use this new platform to communicate with your care team, access results, view letters, messages, and chart notes, and schedule appointments. During your next visit, our team will assist you in setting up access to the new portal.



### Requesting Patient Records

We are hopeful that you choose to stay a patient at West Hills Family Care, but recognize for some that you may wish to transfer your care. You can find a Medical Records Release Form at [WestHillsFamilyCare.com/patients](https://WestHillsFamilyCare.com/patients)

## Questions? Contact Us

✉ [WestHillsInfo@gopxh.com](mailto:WestHillsInfo@gopxh.com)

☎ (503) 472-4197

🌐 [westhillshealthcare.com](https://westhillshealthcare.com)

## Other Transition Logistics



To accommodate the shift in operations, West Hills will be operating in a modified schedule for the following dates. We will be working as hard as possible to provide care as quickly as possible, but please help us by preparing ahead and reading the information below.

**Monday, December 30th - Friday, January 3rd**

**CLOSED**

**Monday, January 6th - Friday, January, 10th** **Limited # of Visits**



### **How Can you Help Us During this Transition**

#### **Medication Refills**

Ensure that you have adequate refills of your medication for the end of December, through early January. The team will be working hard to complete all requests received, but it will help if patients can plan ahead to reduce the requests during the transition.

#### **New Visit Registration Process**

As part of the change in systems you will now receive your visit check-in and registration via text or email in advance of your visit from an email domain of @CheckInAsyst. This is not Spam/Phishing. Please help your check-in process go smoothly and your visit start on time by completing this in advance of your first visit as a patient of Praxis.

#### **Patient Portal**

Please sign up for our patient portal. This will help improve our ability to communicate with you, including the ability to request appointments through the portal.

#### **After Hour Calls**

As noted above, that calling after hours or on the weekend to talk with a provider is limited. The provider team will not diagnose, refill medications or treat patients.

#### **Be Patient With Our Team**

Our team is here to serve you as best we can and care about being here to support our community. With the reduction in providers (from five, down to two) in the last year it may take longer than normal for us to return a call or complete a task as we also start on a new system. We ask that you are patient and kind to our team.