

Electronic health record system

On Saturday, November 13, 2021 we launched a new, modern electronic health record system that will improve the patient and care provider experience. The new system is an industry leader in electronic health record software.

Q: How will patients/families be affected?

A: Patient health information will be in one place so a patient's care team can access the same information, making care safer and more seamless.

Q: I see a lot of people using smartphones. What are they doing?

A: Our new system allows for the use of handheld devices that staff can use to access your electronic health record on the go. These devices are multi-functional and can be used to make phone calls, communicate with one another through secure text, input information into a patient's chart and much more. These are not personal smartphone devices.

Q: How will my care be affected?

A: You will receive the same high-quality care and we are working to ensure the change is seamless for patients. Initially, it may just take a few extra minutes to enter your health information and we thank you for your patience as we transition to using the new system.

Q: Who are the people in the green t-shirts and what are they doing?

A: The people you may see in green t-shirts all across the hospital are part of the support team helping staff and physicians with the transition to the new system. These individuals are supporting our health care teams 24/7 for the next few weeks as they adjust to using the new health record.

Q: Will my visit take longer than usual?

A: We are working very hard to make the transition to the new electronic health record seamless to patients. However, it may take slightly longer for your visit in the early days while we transition to this new system. Thank you for your patience and understanding as we move to a faster, safer and better way to manage your health information.