

EPIC FAQ

1. What is Epic?

Epic is an electronic health record system (EHR). With Epic, we will have a single, fully integrated system across our health care organizations for managing patient care. Community Connect is Epic's product to allow host organizations to extend their Epic system to business partners, such as WCHC.

2. How did WCHC choose Epic?

WCHC assessed two local Epic host sites, UI Health Care and Unity Point. Through this review, we identified that UI Health Care aligned closely with our needs. The assessment process began in July 2021 and brought together providers, clinicians, administrators and staff from across our hospital to evaluate the functionality, capabilities and long-term viability of the system. Epic will enable a single medical record to follow a patient throughout our health care community, allowing medical providers the ability to see patient records across all functions.

3. Why is WCHC changing now to the new Epic EMR system?

Epic is a robust EMR system that will be used across our entire WCHC system. By aligning our organization using Epic, it will allow the story of your medical care be told in one location using the same language. This will improve the delivery and documentation of your medical care.

4. What are the benefits of transitioning to Epic?

One of the most notable benefits for our patients is having one continuous health record across WCHC. Another feature of the new system will be access to the patient portal (MyChart). In the portal, a patient can view test results, see upcoming and past appointments, as well as schedule future appointments, email their provider, securely pay invoices, and receive automated health reminders.

5. Does this mean WCHC is joining UI Health Care?

No, we have entered a joint venture to allow WCHC to use Epic program that is currently used by UI Health Care.

6. How does this affect my future appointment or scheduled surgery?

You will continue to receive the same high-quality care from WCHC but we will be using a new computer charting and ordering platform during your medical visit or procedure. This may cause your check in process or appointment time to be longer due to learning the new system.

7. Will WCHC still have access to my medical records from old computer system and other organizations outside of WCHC?

Yes, WCHC will still have all previous medical records and now with Epic will have even more abilities to access patient medical records outside our organization especially systems to also use Epic system like UI Health Care.

8. If I have a question about the Epic program, who can I contact?

If you have questions related to our Epic transition, please reference the WCHC website. You will have the ability to submit inquiries that the WCHC team will review and provide responses accordingly.

9. Will UI Health Care have access to WCHC records?

Clinical records between UI Health Care and WCHC are shared for continuity of care. All staff are bound by HIPAA Compliance rules when searching and accessing patient charts.