



ESTES PARK HEALTH

How will Estes Park Health moving to the Epic Electronic Health Record System impact you?

Meet Epic, the new electronic medical record at Estes Park Health.

In the early hours of Saturday, November 9, 2019, Estes Park Health will convert several of its electronic health record (EHR) systems to Epic, the leading provider of electronic medical records in the country.

Why the change?

As electronic medical records advanced over the years, the advantages of having a single electronic health record (EHR) throughout Estes Park Health became clear. After a careful and thorough search, it was decided that UCHealth's instance of Epic would serve our patients and providers best. Many of our patients also see healthcare providers at UCHealth and seamless access to clinical charts at both Estes Park Health and UCHealth will improve quality of and continuity of care for our patients. It is important to remember that while we will be sharing our EHR system with UCHealth, we are and will remain an independent organization.

Billing Changes:

We currently use a billing system that sends out separate bills for every encounter (service) you receive at Estes Park Health and this is called, encounter billing: Hospital charges and physician charges are **SEPARATE bills** and could arrive at different times. For example:

- One bill for an ED visit for broken arm in February
- One bill for a Clinic visit with lab work in March

The new billing system statement – guarantor billing – will send out one bill that will group all Estes Park Health encounters/services together. Your statements will list the charges you owe at that time, but not charges still being processed by your insurance. You will still receive separate bills from providers that are contracted to provide services at Estes Park Health, but not employed by Estes Park Health. (Hospitalists, images read at another facility, etc.)

Encounters/services performed at Estes Park Health before November 9, 2019, will remain on the old system. All encounters/services performed at Estes Park Health on or after November 9, 2019, will use the new one statement billing. Go to <https://eph.org/patients-visitors/billing-payments/epic-billing-changes/> for additional information about these changes.

If you have any questions about your bill at any time, please contact Patient Financial Customer Service at 970-577-4530.

If you are having difficulties paying your bill, you can contact our Patient Financial Counselors at 970-577-4327 or 970-577-4528.

Patient Portal

After November 9, 2019, we will no longer be using the Follow My Health portal. You will need to sign up for My Health Connection. This may seem confusing because My Health Connection will be UHealth branded. The branding is not what is important, what is important is that your electronic health record will now be accessible to all providers and systems on the Epic system worldwide.

Why should I enroll in My Health Connection?

Patients are encouraged to sign up for UHealth's My Health Connection, the patient portal that allows patients access to their medical record. Visit www.uhealth.org/myhealthconnection for enrollment instructions. All documentation for services after May 5, 2018, can be found in UHealth's My Health Connection.

In addition to reviewing medical information, including medications, immunizations, allergies and medical history, patients can:

- Make appointment requests and receive appointment reminders
- Renew and refill prescriptions.
- Receive lab and test results online.
- Communicate with your provider via e-mail.

After November 9th, our current patient portal, Follow My Health, will no longer be updated with new health data. Please sign up for My Health Connection. We are sure that you will appreciate the new features and improved usability.

There's an app for that.

Take your medical record with you, thanks to the UHealth App. The app integrates with My Health Connection to give you more ways to track and interact with your health, including access to your medical record and test results, health news, healthy recipes and exercises, and inspirational patient stories. The UHealth App is available from the Google Play Store for Android devices (version 5.0 or higher), and via the iTunes store for iPhones (iOS9 or higher) – search "UHealth."

Patient Registration

Why are you taking my photo?

Estes Park Health registration staff is now taking photos of every patient. The photo is stored in your EHR and is visible to all practitioners at the hospital and clinics. Adding your photo to your EHR is important to ensuring your provider accurately identifies you. Patient photos will improve

the quality of patient care and the quality of patient interactions. There are secondary benefits to adding patient photos to the EHR, as it will help reduce insurance fraud due to identity theft and misrepresentation. You have the option to decline or defer having the photo taken, but you will be encouraged to do so for your own benefit.

What do I need to do?

At the first visit after November 9th, 2019 patients will need to bring their current insurance cards (medical and prescription), a valid driver's license or ID, and their advance directives, as this information will not be moved into the new EHR.

Medical Records

What if I need access to my medical records or still have questions?

For assistance with questions, or to access medical records, patients are encouraged to call Estes Park Health's Medical Records at 970-586-2317, extension 4527.

What happens to my medical records prior to <Go Live Date>?

All documentation for services prior to November 9, 2019, will be available for patients to access through Estes Park Health's Medical Records office at 970-586-2317, extension 4527.