



Our office and other facilities that are part of the Sisters of Mercy Health System are changing to a new and innovative computer system that will help us create a continuously updated *electronic health record* just for you.

No more bulky paper charts. No more files and duplicate records scattered across different locations. A complete picture of the care provided by Mercy physicians and hospitals ultimately will be in one place, all driven by the power of the computer.

It's innovative technology that will help us better manage your healthcare information ... and improve the exceptional patient care and safety you've come to expect from Mercy.

### Making the Care You Receive Even Better

In today's technology-driven, Internet-connected world, more and more people use personal computers to communicate, shop, do their banking, make travel plans and share photos with family and friends anywhere, at any time. Now, think about using that same highly secure technology to make information about your health and the care you receive far more complete and available to you and your healthcare providers.

Our New Computer Information System:

It's *all* about You!



### One Patient, One Record

Our new computer system creates a single, complete and continuously updated electronic health record for each patient. Wherever you are – whether you're at a Mercy doctor's office, hospital or emergency department that is using this new system – your healthcare providers will have access to the information they need to serve you.

### Providing Information Just Once

Nearly everything that once was written, communicated or filed away using paper, pen and file folders now will be completed electronically using a keyboard, mouse and computer. Once your information is entered into our new system, you will not need to fill out as many forms. You won't have to remember the last time you had a particular test or treatment. It's all right there in your electronic record – along with your insurance and billing information.

### In the Right Hands, at the Right Time

Your computerized, electronic record is complete, legible and always available. Imagine if you have an emergency and come to one of our hospitals on the same new system. Doctors can quickly look up your records to see what medications you've been taking, any allergies you may have and the treatments you've received recently. Having that information readily available to your caregivers could make a big difference when time matters.

### Tools to Better Manage Your Healthcare

*Medication alerts* – Instead of writing prescriptions on a piece of paper or telling them to an assistant, your doctor will enter prescriptions or treatment orders directly into the system. That means your doctor will receive an immediate alert if there is the possibility of an allergic reaction or potential negative interaction with another drug you're taking.

*Summaries and reminders* – Our new system will allow us to provide you with more complete and detailed information, such as summaries of your visit that we can print out with your doctor's instructions, or reminders about your next appointment or follow-up tests.

*Complete and up-to-date* – Test results automatically become a part of your computerized record. Your doctor also can show you your results in graph form, so you can visualize the progress you are making over time.

*A world of future possibilities* – New features will be added to the system over time. In the future, you may have the option of using your home computer to schedule appointments. Or print your or your children's immunization records. Or request prescription renewals by computer. You'll hear more about these features as they become available.

## Frequently Asked Questions

### *How does the system work?*

This new system relies on computers rather than paper and pen. Your physician and other caregivers may be making notes on the computer while talking with you. We need to enter the information as we talk, to make sure that your electronic health record is as complete and up-to-date as possible.

### *What will my electronic health record contain?*

Information in your electronic health record will include a complete and continuously updated record of the care provided by Mercy physicians and hospitals that are using the new system. This information includes:

- Your medical history and detailed information about your physician, hospital and emergency department visits to Mercy providers
- Medications you are taking
- Allergies
- Immunization records
- Laboratory and other test results
- Billing and insurance information

### *What do I need to do differently?*

Generally, there is little you need to do differently. You may be asked to provide identification in addition to your insurance card, or other slightly different information. Once this information has been entered, it will be readily available to authorized Mercy caregivers using the new system. Then, on future visits, you'll just need to verify if certain information has changed, such as your allergies or your insurance coverage.

### *Who can see my information? Is it secure?*

Your information is secure. Only approved healthcare providers will be able to access your electronic record, and then only the parts of your record that they need to serve you.



## Tying It All Together

Our new information system really is all about you.

Of course, no amount of technology will ever replace the human touch. Providing healthcare service is more than a job – it's a ministry. Our new computer system is just one small part of what we call "the Mercy difference" – our dedication to providing compassionate care and exceptional service to each of our patients.

Thank you for choosing us for your healthcare needs!