



Need-to-Know Epic Benefits, Change Impacts, and New Functionalities

MyChart (Patient Portal) Snapshot

In one glance...

You can find key exciting changes to the MyChart workflow brought about by the new Epic EHR, and how they will improve the patient experience and your day-to-day operations, roles, and responsibilities.

Please note that this is a high-level overview and not meant to replace your comprehensive end user training.

Epic Benefits

CCHC Patients

- Improve patient experience through self-service portal functionality that is user friendly and easy to use
- Enhance patient satisfaction through the ability to self-schedule and check-in to appointments online and reduce patient time spent in the waiting room
- Allow patients to invite family members or caregivers to have access to their MyChart accounts in order to help them schedule appointments and request medication refills
- Enable patients to receive non-sensitive test results automatically via the patient portal

CCHC Clinicians & Staff

- Enable comprehensive patient information to be available for providers and CCHC staff
- Reduce front desk staff and support staff workload

Level	Current State Workflow	Future State Workflow	Impacted Roles
Medium	 Providers must take manual action to share outpatient progress notes.	Sharing Outpatient Progress Notes: Providers share all Outpatient Progress Notes via the patient's MyChart account by default, and will have the ability to turn off sharing on a note-by-note basis. If a note is marked as "sensitive", it will not be shared to the patient portal. <i>Psychiatry, Plastic Surgery, and Pediatrics will be able to mark notes as sensitive.</i>	<ul style="list-style-type: none"> • Patients • Physicians
Medium	 Patients cannot self-service schedule in the portal.	Patient Scheduling: New scheduling functionalities are available for patients, including: <ul style="list-style-type: none"> • Direct scheduling - allows patients to schedule with Primary Care practices • Ticket scheduling - allows providers and clinical staff to send appointment tickets for scheduling • Fast pass - offers open slots to patient on the wait list automatically 	<ul style="list-style-type: none"> • Patients • Providers • Scheduling staff
Medium	 Patients are unable to make history updates via the legacy Patient Portal.	Patient Record Updates: Patients will now be able to make updates to their medical, social, surgical, and family history through on-line history questionnaires after they have been verified by a Nurse or Physician. This can be done prior to an appointment via MyChart or at a Welcome kiosk.	<ul style="list-style-type: none"> • Patients • Providers • Nurses
Low	 Patients call providers office directly and a Practice Manager has to field the call. Practice Managers must submit tickets.	Help Desk Support Model: <ul style="list-style-type: none"> • Help Desk Support for MyChart is being kept in-house at CCHC • All Help Desk staff will be cross-trained in MyChart (handling calls and MyChart app support) • Additional FTE resource for Help Desk • One portal for both inpatient and outpatient 	<ul style="list-style-type: none"> • Help Desk staff • Patients
Low	 Patients must apply in person and bring documentation to Medical Records office. There is no proxy in place today.	Patient Proxy Access: Proxy requests are handled either by request submissions to HIM or a patient can invite another person to have proxy access to their account via MyChart.	<ul style="list-style-type: none"> • HIM staff • Patients

New Functionality brought on by Epic

- MyChart COVID-19 Care Companion Care Plan:** CCHC will utilize MyChart Care Companion - an interactive care plan in the MyChart mobile app, which delivers notifications, analyzes data provided by patients and connected devices, and orchestrates changes to the plan and escalations as needed to help patients, their caregivers, and care managers stay on top of a patient's care
- MyChart Self-Triage:** MyChart patient self-triage tools will direct patients to the right level of care for their symptoms and require limited intervention from Providers or staff. After the patient completes Self-Triage, actionable recommendations are presented to the patient (e.g. scheduling a visit). Physicians can review these recommendations in Chart Review.
- Paying Bills through MyChart:** Patients can pay bills without having account by using 'pay as guest' feature.

Steps you can take now to prepare for Go-Live

- Complete your assigned eLearnings on HealthStream
- Attend required end user training
- Access Quick Start Guides and Tip Sheets on Epic Learning Home Dashboard