



Fall 2017

Dear Community Supporter,

I'd like to inform you about important improvements we are making to our computer systems at Tahoe Forest Health System and how it may affect you.

Our team is very focused on implementing our new Electronic Medical Record (EMR) system called *Epic*, which is scheduled to go live on November 1, 2017. The new *Epic* system is one of the most widely used electronic tools in health care, and will be available in both our inpatient and outpatient settings.

One of the big benefits of *Epic* is the ability to communicate with other *Epic* facilities throughout the US, with improved ability to manage your medical care conveniently through a secure patient portal called *MyChart*.

Integrated EMRs are the future of health care, and are aligned with our core mission of honoring your health care needs right here in our community.

Please be aware of the following changes:

- We appreciate your patience as there may be minor delays when you register for services as we adapt to the new system beginning November 1, 2017.
- If you currently use OCHIN *MyChart*, you'll be given a new activation code to sign in to the new version of *MyChart* at your first appointment with us that occurs after 11/1/17.
- Beginning November 1, hospital and MultiSpecialty Clinic charges will appear on the same statement, and most services that occur on the same date will also appear on your statement. The exception is charges for emergency room physicians, radiologists and anesthesiologists, which will remain separate.
- You'll continue to receive statements from our current system for services rendered before 11/1/17. Please note that statements will look a bit different and you'll be given a new account number, which you'll need if making payments to your account online.
- Our *HELP* Financial Payment Plan will continue as always with no changes.
- If you have questions about your new bill, financial assistance, or any of these changes please call us at (530) 582-3598.

We're making even more patient experience improvements in 2018 with the launch of a new centralized scheduling program. This service will save you time with scheduling, registration, billing and insurance claims. Watch for more details coming soon!

As always, I welcome your comments and suggestions on any topic. If you ever have a question or concern about your local health care, please send me an email at info@tfhd.com.

Warm Regards,

A handwritten signature in black ink, appearing to read "Harry Weis".

Harry Weis
Chief Executive Officer
Tahoe Forest Health System