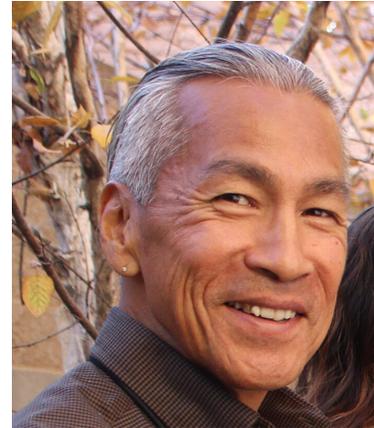


## OCHIN Epic Implementation Testimonials

*"The reports and summaries capabilities available are outstanding and will assist in developing more robust population management ..."*

I am very excited to have OCHIN Epic here at Native American Health Center. It has allowed our providers more clinical information that is critical in providing improved patient care. Now we have immediate access to medications, specialist encounters, hospital visits and laboratory results. OCHIN Epic provides PCPs with vastly larger clinical picture which is important in transitions of care. In the past, this information would take days or weeks to receive. Our patients benefit from knowing their PCP is in communication with other team members and we can more fully explain what they previously may not have fully understood about their health.

The reports and summaries capabilities available are outstanding and will assist in developing more robust population management, team-based care and a data-driven culture within our organization. All of this greatly benefits the providers, nurses, medical assistants and most of all, the patients.



John Okemah, MD  
Former, Chief Medical Officer  
Native American Health Center



Patrice Lane, DDS  
Dental Director  
Axis Community Health

*"Being able to streamline internal consults and referrals has given me the opportunity to provide more accessible care for our patients and maximize their time with us."*

Our implementation of OCHIN Epic/Wisdom has provided a more integrated electronic health record system allowing Axis to improve care coordination between our patients and providers across multiple services at our health center. As a dental provider, it is important for me to educate my patients on the connection between their overall health and oral health. Being able to streamline internal consults and referrals has given me the opportunity to provide more accessible care for our patients and maximize their time with us. We help patients stay on track with reminders from the medical side and the medical side helps ensure patients are following up with proper dental care. A specific example of this coordination and tracking is during well child visits. Axis' Pediatric teams are ensuring oral health is discussed during these visits and that the child has a dental home. We are able to track these encounters and follow up with scheduling appointments at our dental site – making the process much more convenient. Together, with the patient, we create a cohesive care team and see improvements in the patient's overall health.

## OCHIN Epic Implementation Testimonials

*"With more data and information we can provide better treatment for the patient..."*

Since the implementation of OCHIN Epic at Axis Community Health, there have been many positive stories that I can share that highlight collaborations with physicians at other facilities. Most recently, I was able to collaborate with an outside physician regarding an 11 year old's ADHD medication and a dose adjustment. The mother wasn't fully able to articulate her concerns in the last visit, so viewing his notes, obtaining his contact information and reaching out was seamless. I contacted him and he agreed to make the change to the medication. We also generally have the ability to see hospital records and outside utilization in ways we never have before. With more data and information we can provide better treatment for the patient, and being able to access their treatment history makes the process faster and more seamless.



Jennifer Penney, PsyD  
Chief of Behavioral Health  
Axis Community Health



Caleb J. Sandford, MBA  
Chief Operations Officer  
Tiburcio Vasquez Health Center

*"Transitioning to OCHIN Epic will, over time, allow our organization to provide more comprehensive care ..."*

Transitioning to OCHIN Epic will, over time, allow our organization to provide more comprehensive care and work more collaboratively with other health care organizations in Alameda County and around the Bay Area. While the transition has been challenging and we are still learning all the functionalities of Epic, one early benefit is the Care Everywhere interface with local hospitals and other clinics. It is now much easier to see hospital records for our patients, as well as previous primary care records from our sister clinics for patients who have moved around and transferred care. While we used to have to wait for specialists to send us their reports after a referral, we are now able to see many of them within Epic, which allows us to get the information back to our providers more efficiently. We look forward to continuing to build on the care we provide as we become more proficient at Epic.

## OCHIN Epic Implementation Testimonials

*"Patient education piece is amazing and I can print information in different languages."*

It is well known that implementing an electronic health record (EHR) system is challenging and we were not immune to that. We are still in the process of learning and training. As a provider, I like EPIC for many reasons. Patient education piece is amazing and I can print information in different languages. Enrolling to My chart is easy, and many of my patients are already enrolled and excited about it. Exchange of health information through care everywhere helps provider to review charts, labs and notes and is the most important factor in maintaining continuity of care.



Harsha Ramchandani, MD  
Chief Medical Officer  
Tri-City Health Center



Alina Gularte, Inpatient Care  
Transitions Nurse, Community  
Health Center Network (CHCN)

*"With Epic, I'm provided a better overall clinical picture of what the patient's needs are... "*

Since the implementation of Epic at Alameda Health System, I have been able to access clinical notes from multiple disciplines in real time. This provides a better overall clinical picture of what the patient's needs are, and the ability to start discharge planning with the hospital case manager from day one of admission. Because clinical information through Epic is available in real time, the hospitals and specialist will be able see notes, labs, consults, and medications from all previous providers and past hospitalizations to create a tailor-made care plan for each hospitalized patient with transparency. I believe with more systems implementing Epic, medical professionals will be provided patient medical information at faster rates which will foster collaboration and better patient care/outcomes to decrease ER visits and hospital admissions.



## OCHIN Epic Implementation Testimonials

*"It's so much easier to see where a patient has had care in the past..."*

It's so much easier to see where a patient has had care in the past, what tests they many have had, what specialists they may have seen. It will lessen the need for prolonged searches for medical records and allow PCPs to coordinate care better. With future OCHIN Epic implementations, PCPs will be able to see records from across our area, patients should be better able to use the portal and view their own medical information.



Dr. Laura Miller, Chief Medical Officer, CHCN  
Provider, LifeLong Medical Care