
Frequently Asked Questions

1. Why form a collaboration?

CHCN, OCHIN, Kaiser Permanente, and Sutter Health have joined forces to form a collaborative that will enhance patient care and coordination to bring the highest quality health care and services to the most vulnerable in Alameda, Contra Costa, and Solano Counties. By working together, we will be able to elevate quality, accessible health care, well-being and human dignity for all our community members.

2. What is the OCHIN Epic Electronic Health Record?

OCHIN's Electronic Health Record (EHR) is customized to meet the unique needs of safety net providers, enabling health centers to provide better, more patient-focused care to the communities they serve by streamlining business processes, enhancing coordinated care, and providing crucial clinical support.

3. Who uses OCHIN nationwide?

- 500+ Organizations in 47 States
- 10,000+ Providers
- 114 Million patient records exchanged
- 105 FQHCs
- 500,000 Unique patients per month

4. Who uses Epic?

The Epic community is a world-wide group of healthcare organizations collaborating to improve patient care and innovate healthcare delivery. Specifically in the East Bay, Sutter, UCSF, Stanford, Kaiser, Washington, Contra Costa County, and Alameda Health System are all on Epic. During times of emergency services or hospitalization needs, communication can now be seamless with our health centers through Epic Care Everywhere.

5. What are the benefits of implementing OCHIN Epic at our FQHCs?

- Patient Communication and Care Coordination
- Comprehensive services
- Informed care delivery
- Clinical Quality Improvements
- Health Information Exchange

6. What does the future of OCHIN Epic implementation look like at our FQHCs?

By implementing OCHIN Epic EHR at our FQHCs, we will continue to enhance continuity of care, supporting whole person care, integrating systems, clinics, hospitals, and providers. The OCHIN Epic EHR will allow CHCN health centers to not only work more collaboratively with specialists and hospitals, but it also has multiple tools for data reporting and population health management. OCHIN Epic offers a patient portal, My Chart, which will allow for better patient engagement and ultimately, improved patient satisfaction.