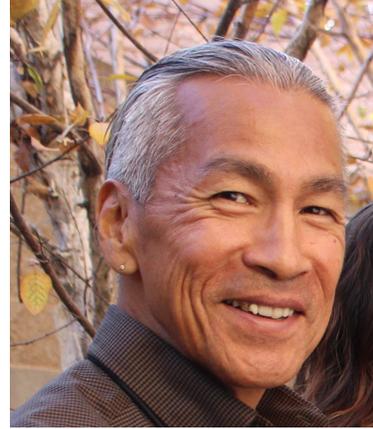


## OCHIN Epic Implementation Testimonials

*"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

## OCHIN Epic Implementation Patient Stories

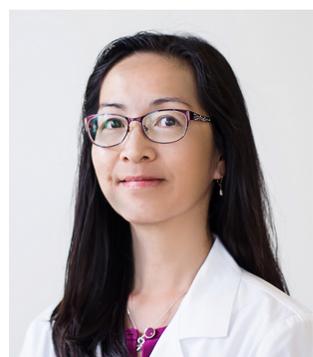
*"Epic has been key in caring for 'Barbara,' a young, homeless, African American woman having her first baby. "*

One of our first projects during the pandemic was to find our patients most at risk for preeclampsia so that we could get them blood pressure monitors for use at home. We used My Reports to find patients who had been prescribed baby aspirin (used as prevention starting in the second trimester) and/or who had diagnostic histories that make them higher risk. We included their race and ethnicity because African-American women are three times more likely to die from preeclampsia than white women in the US, so it was particularly important that we capture this group.

Epic has been key in caring for "Barbara." She is a young, homeless, African American woman having her first baby. She stays between Tracy and Oakland in her car, and has been receiving at LifeLong and a health clinic in Pittsburg. With Epic, I was able to see that she had care in another system, identify the physician, read their note, and send them a secure message about Barbara. The physician and I agreed to coordinate and care for Barbara whenever she was in our respective areas. Sometimes we duplicate orders of labs or ultrasounds, but as long as Barbara completes one order, the other clinic can see it. Before Epic we would have been very uncomfortable doing only "half" her care, unable to see important results, interim blood pressure readings, and such. Now we can accommodate our patient wherever she is staying at the time- and she can follow her own care via her cell phone. It is a beautiful solution for a complex patient in an unusual time. Thank you Epic!



Kim Cardoso, CNP, NP  
Associate Medical Director,  
Women's Health  
LifeLong Medical Care



Dr. Christina Ng  
Asian Health Services

*"I have never seen such a fast cancer work-up pre-EPIC!"*

I'd like to share the story of how one of my favorite patients benefitted from the fast turnaround in test results afforded by EPIC. He is a Vietnamese auto mechanic who became my patient 20 years ago when he was a single dad of 2 middle school-aged boys, working hard and buying take out for their dinner every night. Over the years, he would always ask about my daughter (since he remembered when I was pregnant) and he would always advise me to cherish every moment with her because his sons were the light of his life!

Over the past 3 months, he suddenly presented with an escalation in symptoms that didn't make sense. He started having many drop-in clinic visits for vague complaints of pain and numbness and even developed shingles. In the olden days, we would typically order some tests and have the patient return in 2 weeks to review the results, and then order a confirmatory exam, and then have the patient return in another two weeks. Now that there is EPIC, the X-ray results and consultant results appear within a day, so my patient's work-up was expedited such that he went from initial abnormal X-ray on Sept. 3rd, to confirmatory MRI on Sept. 9th, to starting chemotherapy on Sept. 18th, only 15 days after his first abnormal X-ray! I have never seen such a fast cancer work-up pre-EPIC! And it was a blessing for me to meet (via FaceTime) the patient's grown sons and new grandsons at his bedside, where he promised to catch a fish for me once he gets better. Thus, I feel that the easy access to information and the connectivity between health systems afforded by EPIC has truly made my job as a provider a lot more efficient and facilitates my ability to provide quality health care to our deserving patients.

## OCHIN Epic Implementation Patient Stories

*"This streamlined communication made a big difference in holistic care for a patient going through many layers of trauma and illness."*

A patient of mine was diagnosed with recurrent breast cancer. They are transgender, female to male, on testosterone. This had to be stopped due to the cancer. In addition to the trauma of the cancer and stopping hormonal treatment, my patient dreaded interacting with more healthcare staff who often did not ask or know their preferred pronouns, which felt very threatening to their identity during a time when their body felt very much not like their own. Because both I and their oncologist had access to Care Everywhere, their oncologist reached out to me to speak to me about the patient's depression regarding their cancer treatment. Their oncologist was able to connect to me about these concerns, and I could see from the patient's charts that their pronouns were incorrect in the oncologist's notes, and was able to share that information with the oncologist. This streamlined communication made a big difference in holistic care for a patient going through many layers of trauma and illness.



Dr. Kim Nguyen  
Co-Associate Medical Director,  
LifeLong Medical Care



Dr. Reema Menezes, MD  
Family Physician/  
Co-Medical Director,  
Bay Are Community Health

*"... being able to access patients' [records] all in one place is extremely beneficial in providing high quality, prompt and cost-effective healthcare"*

A patient I saw in the clinic few months ago whom I was able to provide timely and holistic care, thanks to OCHIN EPIC. This patient was a young 26-year-old female, new to me, homeless and happened to be deaf-mute. In spite of an ASL translator it was hard to get a detailed history from the patient. She was trying to explain that she wanted an incision check done as she was hospitalized recently but was not able to tell me details regarding her hospitalization and surgery. I was able to review details of her hospitalization in Care Everywhere quickly and knew exactly what needed to be done.

Similarly, I have encountered several patients discharged from the hospital seeing me for their hospital follow-ups but are unable to explain details about their hospitalization, discharge instructions or enlist their discharge medications. This is especially true with telemedicine visits when patients are unable to bring all their paperwork given to them at the time of discharge from the hospital. I speak for all providers when I say that being able to access patients ER and hospital encounters, labs, imaging results and discharge summaries all in one place is extremely beneficial in providing high quality, prompt and cost-effective healthcare our patients need and avoiding delays in patient care..