

# Frequently Asked Questions

E L E C T R O N I C M E D I C A L R E C O R D S



Glencoe Regional Health Services

## **What is an electronic medical record?**

An electronic medical record (EMR) is a computerized, single source of all of the information needed to care for you, such as your medical history (allergies, medications, test results and other pertinent information), contact information and insurance information. This information may be viewed and shared across Glencoe Regional Health Services' (GRHS) clinics, hospital, emergency room, laboratory, imaging and other departments.

## **What is Excellian?**

Excellian is one of the most advanced and widely used EMRs available today. A software product from EPIC, Excellian is used by many health care organizations in the Twin Cities and across Minnesota.

## **Why is GRHS transitioning to the Excellian electronic medical record?**

GRHS is transitioning to the Excellian electronic medical record because of the capacity for its features to improve the quality, efficiency, safety and personalization of your care here at GRHS and elsewhere:

- Gives your health care providers immediate access to your complete medical history with just a few mouse clicks, so they are well informed when making decisions about your care
- Allows you to have one common medical record that may be securely accessed by providers at GRHS and at other health care systems across Minnesota for consistent, high-quality care at home and away
- Delivers your lab test and medical imaging results faster for quicker diagnosis and treatment
- Eliminates hand-written orders for greater accuracy and safety
- Automatically cross-checks any new prescriptions your provider is considering to ensure there are no negative interactions with your known allergies or current medications

## **How is my privacy protected?**

The privacy of your medical information stored within Excellian is strictly protected. Only medical personnel involved in your care are permitted to access your medical record. To discourage unauthorized access, Excellian tracks the identity of each person who accesses a patient record.

## **Will I be able to access my medical information online?**

Yes. The Excellian EMR also offers patients access to a portion of their EMR, along with convenient features such as appointment scheduling and email communication with providers, via a secure, online portal called MyChart. You may sign up for MyChart beginning Aug. 1, 2013. Ask your clinic nurse to sign you up or visit [www.grhsonline.org/mychart](http://www.grhsonline.org/mychart) to download a sign-up form.

### **Why should I consent to combine my electronic medical record?**

A combined EMR gives your health care providers timely access to your up-to-date information, regardless of whether you are receiving care at GRHS, an Allina Health hospital or clinic, or other health system participating in Allina Health's EMR affiliate network. A combined EMR can also help to prevent duplication of tests and examinations.

### **If I give consent, who will have access to my combined record?**

If you give consent, any provider who works at a health care organization that participates in the Allina Health EMR affiliate network may view your electronic medical record. As of July 1, 2013, this network includes the following Minnesota health care systems: Glencoe Regional Health Services; all Allina hospitals and clinics, including Abbott Northwestern Hospital and the Minneapolis Heart Institute; FirstLight Health System (Mora); Grand Itasca Clinic & Hospital (Grand Rapids); Hutchinson Health (Hutchinson); Regina Medical Center (Hastings); and United Family Medicine (St. Paul).

### **What if I don't consent to combine my electronic medical record?**

If you do not provide consent for a combined medical record, your medical information will not be electronically available to any of the affiliate partners at Allina Health, FirstLight Health System, Grand Itasca Clinic & Hospital, Hutchinson Health, Regina Medical Center and United Family Medicine. If you visit one of these organizations for care, you will have a separate EMR and a separate MyChart account for each organization. Having separate EMRs may result in your caregivers having less information to make decisions about your care and may increase the likelihood of duplicative tests and expenses.

### **What if I change my mind after I sign a consent form to share my electronic medical record?**

You have the right to cancel your consent to combine your medical record by informing us in writing. Please mail or submit your written notice to:

#### **Glencoe Regional Health Services**

**Attention:** Health Information Management

1805 Hennepin Ave. N.

Glencoe, MN 55336

If you cancel your consent, it will apply to medical information that is created after the notice is processed. It will not affect information that has already been shared among your providers or combined based on your original consent.

### **What if the computer system goes down during my visit?**

Back-up computer and paper systems are in place in the event the computer system is momentarily unavailable. This will ensure your caregivers have the information they need at all times to provide health care services to you, without interruption.

**More questions?** Please ask any member of our clinic reception staff, at any GRHS clinic location.