

## OCH Regional Medical Center – Quick Reference Guide for Patients:

### 1. What is the new EMR system, and why is it being implemented?

The new **Cerner EMR system** will replace multiple older systems, allowing for a more unified and efficient process for managing your health information. This will help improve patient care, streamline communication between healthcare providers, and make your healthcare experience easier and more seamless.

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### 2. What will I need to do on the launch date (January 27, 2025)?

- When you visit OCH Regional Medical Center for any appointments, you will be required to register in the new system.
  - Be sure to bring your **insurance card** and **driver's license** for verification.
  - Bring a list of **all current medications** to your appointment.
  - You may be asked to review or update your **health history** during registration.
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### 3. How will this affect my visit or appointment?

- The check-in process may take a little longer than usual, so please **arrive at least 20 minutes before your scheduled appointment** to allow time for registration.
  - Expect to answer some additional questions as staff enters your health information into the new system.
  - Be patient with us as we implement this change; your healthcare team will guide you through the process.
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### 4. I'm having trouble accessing my patient portal. What should I do?

- The new patient portal, OCH HealthLife Portal will be available once the new EMR system goes live. It will be available on desktop or via the app store.
  - If you have difficulty accessing the portal, **staff will be available** to help you get signed in and update your health information.
  - For any further assistance, please contact **your provider**.
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### 5. What should I do if I need a copy of my medical records during the transition?

- If you need access to your medical records while we transition to the new system, please contact the **OCH Medical Records Department** at **662.615.2900**.
  - There may be some delays in record requests during the transition period.
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## 6. Will the new EMR affect my billing or payment process?

- The new system will streamline billing and payment processes, which should reduce errors and improve accuracy.
  - You will continue to receive billing statements as usual, but you may notice a more seamless process moving forward.
  - If you have questions about billing, please contact our billing department at **662.615.2901**
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## 7. What happens if I see multiple providers or visit different departments?

- The new EMR system will ensure that all your medical information is available to any provider or department within OCH Regional Medical Center.
  - For example, if you visit the **Emergency Room (ER)** and follow up with a **Specialty Clinic**, your provider will have immediate access to your records from the ER visit, ensuring continuity of care.
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## 8. Will there be any changes to how I schedule my appointments?

- The appointment scheduling process will remain mostly the same, but you may notice a faster and more efficient system *once* the transition is complete.
  - If you need assistance with scheduling, please contact your provider.
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## 9. Where can I find more information about the transition?

- Stay updated on all details related to the EMR transition on our website: **och.org**
  - Follow OCH Regional Medical Center on **Facebook, Instagram, and Twitter** for updates.
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## 10. What should I do if I experience issues or have concerns during the transition?

- We understand that change can be challenging, and we are here to support you. If you experience any issues or have concerns, please reach out to your **provider** who can assist you in those efforts.
  - Your feedback is important to us, and we want to ensure you have a positive experience during this transition.
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**Thank you for your patience and understanding as we work to enhance your healthcare experience.** We are excited about the improvements this new system will bring and are committed to making this transition as smooth as possible.