What is CareConnect?

CareConnect is UCLA's electronic health record (EHR) program, which will integrate inpatient and outpatient clinical records with appointments, registration, billing, and other business-related functions throughout UCLA Health and the David Geffen School of Medicine. CareConnect is based on software provided by Epic Systems Corp.

Who will use CareConnect?

An estimated 18,000 faculty and staff use CareConnect. Among those who use CareConnect are:

- Physicians
- Pharmacists
- Nurses
- Advanced-practice nurses
- Other clinicians
- Trainees (fellows, residents, interns)
- Students
- Staff members working with scheduling, registration, billing, patient placement (ADT), and health information management (HIM)

Where is CareConnect used?

CareConnect has ushered in an enterprise-wide transformation of the way we deliver care at:

- Ronald Reagan UCLA Medical Center
- Resnick Neuropsychiatric Hospital at UCLA
- Mattel Children's Hospital UCLA
- UCLA Medical Center, Santa Monica
- 150-plus patient-care clinics throughout Southern California

When did we start using CareConnect?

March 1, 2013: Much of CareConnect's functionality was rolled out in a single day:

- Scheduling, registration, billing, ADT, HIM, and health plan management at all hospitals
- Scheduling, registration, referrals, and authorizations for UCLA managed care members at all clinics
- Clinical applications – pharmacy, computerized provider order entry (CPOE), documentation, radiology, rounding lists – at all hospitals

- CPOE and documentation at a group of clinics and procedure areas in our hospitals (Wave 0)
- CareConnect Lite as a replacement for cView at all clinics (except those in Wave 0)

June 2013 – February 2014: Clinical applications (CPOE and documentation) and the patient portal (*my*UCLA*health*) is being rolled out to ambulatory clinics in waves.

Why did we implement CareConnect?

CareConnect gives our providers and patients an integrated set of systems that allow easy access to information to improve the overall patient-care process, enhance patient safety, support evidence-driven care, facilitate health sciences education, and support the multitude of robust clinical research programs across UCLA and its affiliated partners. Specific benefits include:

- An integrated system that allows data to move with patients across all areas including clinics, emergency departments, and hospitals
- Computerized provider order entry (CPOE) that allows providers to manage and communicate orders
- Clinical documentation tools that enhance workflow for all caregivers and make information accessible to those who need it, when they need it
- Electronic medication administration record (eMAR) and closed-loop medication administration that ensures patient safety and reduces errors
- A single system for patient registration, appointment scheduling, billing, and other patient business-related functions
- A patient portal that empowers patients to be involved in managing their health information and the care they receive from us

How will I learn to use CareConnect?

All faculty and staff working in areas implementing CareConnect will be required to use it, and everyone will receive classroom training. Additional online training can be accessed from the CareConnect and Epic Systems Corp. websites.

How are our patients affected?

Among the many conveniences CareConnect offers patients across the enterprise are simplified processes for:

- Scheduling appointments
- Contacting providers
- Receiving test results

- Obtaining referrals
- Being admitted and discharged from our hospitals
- Acquiring educational information
- Receiving bills

What happens if the system goes down?

The system is designed for full redundancy at all levels of the architecture. If one component fails, the workload will be picked up by the redundant component. Data is replicated between data centers to provide disaster-recovery capability. Additionally, selected data will be available in the hospitals in case of a network outage. We are developing plans for unexpected downtime and will incorporate this into CareConnect training.