

Talking to patients about our new EHR

UCLA Health is implementing an electronic health record system.

What is an EHR?

An EHR is a computerized version of a paper medical chart. But it's really much more than that. You might not have noticed, but in our hospitals and some of our clinics, much of your health information is already stored electronically. This new EHR brings all the information stored in different systems and on paper charts into a single place.

What kinds of information are stored in my EHR?

Anything that can be stored on paper medical records can be stored in an EHR. So your EHR will include such things as:

- Medical history
- Diagnoses
- Medications
- Immunizations
- Allergies
- Radiology images
- Lab and test results

How will the EHR help me?

Better care: Having your accurate medical history, medicines, allergies, test results, and more available instantly enables your providers – especially in emergency situations – to quickly deliver the best care possible.

Better care coordination: Having all your health information accessible online by all your providers enables them to coordinate the care they give you, and you can expect the same experience of care wherever you're seen at UCLA Health System.

Less paperwork and duplicate tests and procedures: Having your health history and test results stored in your EHR means you'll have fewer forms to fill out and your provider will know not to order a duplicate tests or procedures.

Easier referrals to specialists: Referrals can be made electronically with an e-mailed or printed copy of your medical record.

Easier scheduling and billing: Scheduling and billing are also easier with the EHR. There's just one scheduling system, and you can expect to see charges consolidated on billing statements – one for office visits, and one for hospitalizations.

Why is my provider using an EHR?

Through the EHR, your providers will have a complete picture of your health at their fingertips. Plus, information from this visit and all future visits will be stored in your record, so it's always available to your providers wherever you are seen at UCLA Health System. The EHR also makes it easier for your physician to work smarter and faster, while improving the quality and safety of your care. Your providers may focus more on the computer until they get used to it. That's because your care is our first priority, and your providers are carefully documenting all information in your record.

Can I see my medical record?

Yes. Your provider would be able to show you things like your test results and medications in the EHR while discussing your care simply by turning the computer screen toward you.

Can I access my medical record myself?

Yes. Part of the EHR is a patient portal called *myUCLAhealth*. Through that, you'll have secure access to portions of your medical records via the Internet. Some of the things you'll be able to do are: request an appointment, ask to have a prescription refilled, see results of laboratory tests, and correspond with your provider by email. This is being made available to patients who see providers in outpatient settings in waves from June 2013 through February 2014.

Is my health information safe in the EHR?

Your information is safe and secure in a system that can only be used by the people who are caring for you, and only with your consent. Your medical record is locked until your provider logs in to access it. The same laws that protect your privacy with paper charts and other electronic systems apply to the EHR. UCLA Health System uses extra measures – like passwords, firewalls, and techniques to prevent hacking – to make sure your health information remains safe. Audits are also performed routinely to make sure your clinical and financial information is not accessed inappropriately.