



Frequently Asked Questions

Q1. What is happening? What is Epic?

- A. On December 3, 2021, Lakeridge Health, along with six partner hospital organizations across the Central East Region of Ontario, introduced a new, modern clinical information system (CIS) that provides a single, unified personal health record. The regional CIS is built on the Epic platform, one of the world's largest providers of electronic record management. Epic's standardized tools and processes will reduce duplication, streamline processes, and improve results, leading to faster, safer, and better care.

Q2. How will the new Epic system improve care?

- A. With Epic, every provider in the Central East Region will have access to the same patient record – including medical history, test results, and medication records – whether the patient enters the health system at any Lakeridge Health location, or through any other hospital. This will give providers more insight into a patient's complete medical history to help inform decision-making about patient care.

Q3. Will my care be affected?

- A. You will receive the same high-quality care from Lakeridge Health and we're working to ensure the change is seamless for patients. It may just take a few extra minutes to enter your health information into the system and we thank you for your patience as we transition to using the new system.

Q5. Who are the people in the yellow vests and what are they doing?

- A. The people you may see in yellow vests across the hospital are part of the Lakeridge Health support team helping staff with the transition to the new system. These individuals are supporting our health-care teams 24-7 for the next few weeks as they adjust to using the new health record.

Q6. How are you ensuring my privacy?

- A. To make sure you have the best care possible, the Lakeridge Health team needs to collect information about you. The new system uses the latest technology to securely store, organize, and access patient records while maintaining patient privacy. Lakeridge Health remains committed to protecting patient privacy and follows strict rules about the collection, use and disclosure of your information set out in the Ontario's Personal Health



Information Protection Act (PHIPA). Lakeridge Health also has a number of policies in place for physicians, employees, volunteers, and students that address confidentiality and privacy, security and release of records. For more information on protecting your privacy, visit our website at www.lh.ca.

Q7. Will my visit take longer than usual?

- A.** We are working very hard to make the transition to the new digital health record seamless for patients. However, it may take slightly longer for your visit while we transition to this new system. We thank you for your patience and understanding as we move to a faster, safer, and better way to manage your health information.

Q8. Why do I see so many staff now using cellphones?

- B.** With the new Epic system, Lakeridge Health staff will be leveraging a variety of devices including cellphones, iPads, and computers to complete their work and update the patient's medical record. Please note that these devices are Lakeridge Health devices and all information will be securely stored.

Q9. Why are you doing this now during a pandemic?

- A.** Implementing this modern, shared electronic health system will allow us to meet the needs and provide the best possible care to the 1.5 million patients across the Central East Region now and into the future.

Q10. Where can I go to get more information?

- A.** You can learn more about the implementation of Epic at Lakeridge Health by visiting www.lh.ca.