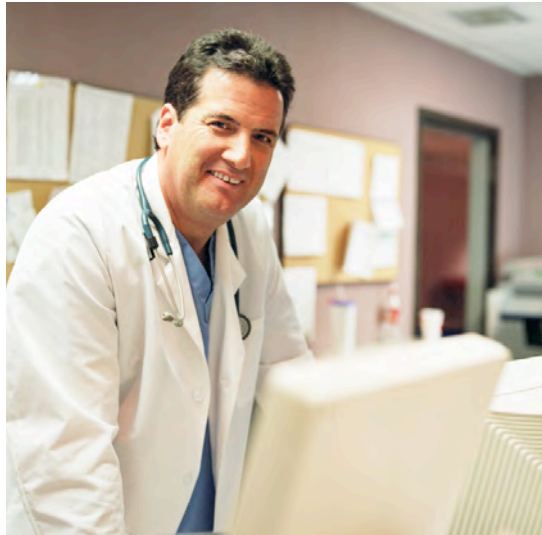## Can I see my medical record?

Yes! Unlike paper charts, which patients usually do not see, your caregiver can show you your test results, medication records, etc., while discussing your care.

Will I have the ability to access my own medical record?

In 2011, URMC is launching a secure online portal that will allow oncology patients to conveniently and securely view portions of their URMC electronic medical record. Called MyChart, the website will allow these patients to view their health summary, current medications, test results, and view upcoming and past appointments. In 2012, URMC plans to expand MyChart for all of our patients. As always, patients can request a full copy of their electronic chart.

Do you have questions about eRecord?

Your caregivers will be happy to answer questions about EHRs and eRecord.

UNIVERSITY *of* ROCHESTER
MEDICAL CENTER

MEDICINE *of the* HIGHEST ORDER

Departing Now: All Paper Charts

Introducing eRecord, Our New Electronic Health Record System

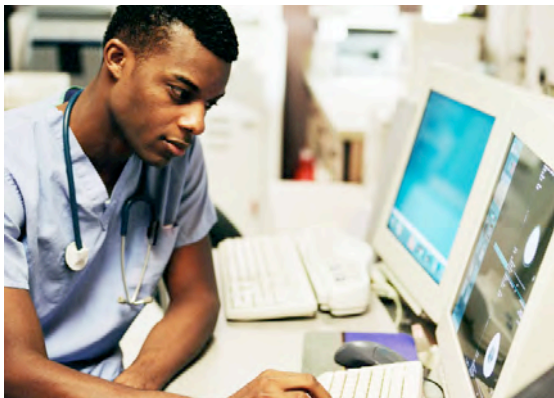UNIVERSITY *of* ROCHESTER
MEDICAL CENTER

eRecord—our new electronic health record (EHR)—integrates all paperwork from your medical history, test results, images, consult notes, and more into one electronic chart. With secure access to your most current information, your caregivers can work smarter, better and faster while improving quality and safety for you.

Our electronic health record system has a track record of success at other major hospitals, but it's new to us. We appreciate your patience as we adapt to it and encourage you to ask questions. In the meantime, here is some information on eRecord.

What is an electronic health record?

An EHR is a computerized version of a medical chart. It brings together all the information that is traditionally written on paper forms and securely stores it digitally. Approved health care providers have access to all information in an EHR by logging onto a computer network. EHRs offer quick and easy access to volumes of information and, because information is added to EHRs by typing on a keyboard or clicking a mouse, versus handwriting, they aid in making it easy to read, which can reduce miscommunication or mistakes. Advanced security measures ensure that only those who are helping to provide your care can view your record.

Why is URMC using eRecord?

Your care is our first priority and eRecord allows us to carefully document and retrieve information that is vital to providing your care. It puts all important information about your hospital stay and medical history in one secure place which can be easily viewed by your caregivers, helping us respond quickly and effectively to your needs.

eRecord helps us work smarter, better and faster, which translates into improvements in quality and safety for you. While we are excited about the potential this technology has to help us improve our processes, we know that electronic health records do not replace the compassionate and sophisticated medical care that you deserve and only health care professionals can provide.

What will it mean for me and my family?

You will see more computers throughout patient care areas, including at the bedside in patient rooms. Doctors, nurses and staff will be using eRecord on the computer while they are spending time with you. They will be checking for the most current information about you and may also be adding information such as notes on your progress, orders for medication or tests, or vital signs such as your blood pressure and temperature. Everything in the eRecord system is used to take care of you.

While it may take time to adjust to your caregivers using a computer while caring for you, you will benefit from their quick access to your information. For example, eRecord will tell them when your lab results are available without having to place a call or check other locations for paperwork. Your caregivers will have a more complete picture of you with your medical record at their fingertips, and will be able to care for you more effectively.

What about privacy?
Who can see my electronic chart?

The same laws that protect your privacy with paper charts apply to EHRs. Only people involved in your care can log into the system and see your information. Your chart is locked until your caregivers login to access your records. When they are done, they log out. For additional safety, the system automatically logs out a caregiver if he/she is not actively using it for a brief period of time.

What if the computer crashes and my information is lost?

eRecord is a very sophisticated system with a track record of success; in fact, similar systems are used at top medical centers around the country. It has built-in back-ups that continually store and save information. While we may have occasional glitches at our computer stations, this robust back-up system ensures that your information is preserved.

If everything is stored in the computer, why do I have to provide information more than once?

Although you won't have to start from scratch and provide everything each time, we may occasionally ask questions to ensure that your information is up-to-date. This is a great advantage over paper charts, where you most likely were asked the same questions by different caregivers, who recorded it numerous times on various forms.