

# To our Valued Patients:

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## Frequently Asked Questions

### **What does this mean for current patients?**

You may notice a few small differences during your hospital stay. For example, your nurse will scan your armband each time they administer your medications.

In some cases, the nurse may be unable to scan your armband -- not to worry. The nurse will provide you with a new armband so they can continue administering your medications safely, and so that our team has all the information needed to continue providing quality care.

### **Are you diverting patients to other hospitals while the hospital's electronic system is being upgraded?**

No, we are still seeing patients in our Emergency Department and admitting patients as needed. We've been preparing for this system update for months, and we have protocols and processes in place to ensure we continue to provide safe, quality care to patients coming to the hospital during this period. You may however, experience longer wait times than usual.

### **Will this affect the quality of care I receive?**

No. Our care team is well-trained for this and has been preparing for this implementation for months. It will, however, take some time for the team to adjust to everything being electronic. Rest-assured, this will in no way have a negative impact the quality of your care.

### **Why are you making these changes now?**

We have been slowly working towards being fully electronic for three years. Some phases have been delayed due to the demands of the pandemic. We had been operating in a "hybrid" model, where some patient documentation is still on paper and others are electronic. By moving more electronically, we improve the safety and quality of care we can provide to our patients.

### **Will this impact my Patient Portal profile?**

You will be able to access your Patient Portal account as usual; however, you may not be able to immediately see past physician documentation as we are working on moving them to the electronic system. Once the system is launched, you can continue to enjoy the benefits of the Patient Portal, including instant access to test results and notes as soon as the physician enters it into the system!

**What should I expect when I arrive at the hospital?**

You can expect the same kind greeting and quality care. If you require admission to the hospital, you will receive a new armband that may look slightly different. With our new electronic health records system, the nurse is required to scan your armband each time they administer your medications.

**What about clinic appointments, procedures, and laboratory tests?**

Our walk-in laboratory services, clinic appointments, and scheduled procedures will be closed on October 13, 2021 to give our staff time to adapt to the new system.

**THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING!**