

## FREQUENTLY ASKED QUESTIONS

# YOUR HEALTH RECORDS in Cascadia Health MyChart

We are upgrading the Cascadia Health electronic health record system. Soon, you can get all your health information through **Cascadia Health MyChart**. MyChart is part of the **OCHIN Epic** electronic health record system, which many health care providers use.

### **CASCADIA HEALTH MYCHART ALLOWS YOU TO:**

- **See your health records in one place:** Primary care, mental health services, substance use treatment, medications, and more
- **See health information** from other providers, clinics, and hospitals who use MyChart

**Thank you for your patience as we upgrade!**

**EPIC AND MYCHART COME TO CASCADIA  
ON SEPTEMBER 10, 2024  
[CASCADIAHEALTH.ORG/MYCHART](https://cascadiahealth.org/mychart)**

# CASCADIA HEALTH MYCHART

## Frequently Asked Questions

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### What Is Changing?

Cascadia Health is changing its electronic health records system. Soon, you can get all your health information through Cascadia Health MyChart. MyChart is part of the OCHIN Epic electronic health record system. Epic is used by many health care providers.

Your MyChart account will become a one-stop hub for both you and your health providers. Any health care provider who uses Epic for their health records will be able to see your health information. This is true for both Cascadia providers and providers outside of Cascadia.

### When will this change happen? Do I need to sign up?

You can access Cascadia Health MyChart to view your medical records beginning **September 10, 2024**. After that date, you can either sign up or connect an existing MyChart profile to Cascadia Health MyChart. If you need any help or have questions, you can visit any Cascadia Health Wellness Resource Center during drop-in hours.

### What information can I view in MyChart?

You can find all your medical records for primary care, mental health, and substance use services. These records might include:

- Notes from your care team
- Current and past lab results
- Current and past medications
- Diagnoses

### Why do I see old diagnoses listed?

MyChart will show current and past health information. This means that you may see old diagnoses listed with your information. If you are concerned about a diagnosis, please talk to your provider.

### What do I do if I see a bill?

You may receive a bill in MyChart before your insurance is applied. If you see a bill that you're concerned about, please call your clinic before you make a payment.

### How will my information be protected?

Epic is a leading electronic health records system across the healthcare industry. Epic's enhanced security helps health care organizations by providing network and data protection.

## **Will different health providers be able to see my information? What information is available to other providers if I go to the hospital or a different clinic?**

Providers outside of Cascadia may be able to see your health records. This could be because they are part of another healthcare organization that uses the Epic electronic health record system. It could also be because of a feature called “Care Everywhere.” Care Everywhere allows providers to see limited medical information (medications, allergies, diagnoses), even if they do not use the Epic system.

This ensures providers know about any allergies, medications, or other important health information before you are treated. It also means that if you go to an emergency room or another clinic, your Cascadia providers will be able to see any lab work, medications, or new health information they need to know.

## **How will my information be used?**

Your information will be viewed by your care providers to make sure any treatments take your health information into account. For example, this could mean making sure your medications are safe for you.

## **What if I don't want my information available to other providers?**

It is important for your care providers to know what medications you are taking and what diagnoses they may be treating.

If there are notes from a specific appointment that you would like to be invisible to other providers outside of Cascadia, you can make that request on a note-by-note basis from your Cascadia care team.

## **Why do I need to re-sign release forms?**

We need your Consent to Treat and Release of Information forms on file in the new system. To get these forms in the new system, you will need to sign them again. We understand this will feel repetitive and we appreciate your patience.

## **Why am I having trouble getting an appointment?**

As we transition to Epic, we are scheduling fewer appointments to allow our providers more time to enter and update information in the new system. As records are updated and staff become more familiar with the new system, more appointments will become available.

## **I want to ask more questions about these changes. Who can I ask?**

Please visit the Wellness Resource Center at your Cascadia Health Clinic during drop-in hours. You can ask Cascadia Health staff about MyChart, how your information will be used, or other questions about the new system.

# WELLNESS RESOURCE CENTERS

## Drop-In Hours

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### GARLINGTON HEALTH CENTER

**(503) 283-3763 | 3036 NE Martin Luther King, Jr. Blvd.**

Monday – Friday | 9:00 a.m. – 5:00 p.m. | Closed 12-1 p.m.

### PLAZA HEALTH CENTER

**(503) 238-0705 | 4212 SE Division St. (SE 43rd and Division)**

Monday – Thursday | 9:00 a.m. – 1:00 p.m.

### TALBERT HEALTH CENTER

**(503) 303-4000 | 12360 SE Sunnyside Rd**

Tuesday, Wednesday, and Friday | 10:00 a.m. – 2:00 p.m.

### WOODLAND PARK HEALTH CENTER

**(503) 253-6754 | 10373 NE Hancock St., Suite 200**

Monday – Thursday | 1:00 p.m. – 5:00 p.m.

[cascadiahealth.org/MyChart](https://cascadiahealth.org/MyChart)



*We welcome all.*  
[WWW.CASCADIAHEALTH.ORG](http://WWW.CASCADIAHEALTH.ORG)