



We have Epic news to share!

Hammond-Henry Hospital is proud to announce that, in September of 2025, our electronic medical records (EMR) system will transition from Meditech, to Epic, hosted by UnityPoint Health. Our organization's journey to Epic has been transformative, and we are well-prepared and excited to implement new tools that will help us better serve our communities.

Below is a list of frequently asked questions we have compiled to help our patients better understand what this transition means, and what changes they can expect to experience moving forward. We ask for your patience and understanding as our staff continues to learn and adapt to new workflows and new ways of providing the best possible patient care.

Q: Why are we changing Electronic Medical Record (EMR) systems?

A: Hammond-Henry Hospital has utilized its current EMR software since 1999. Over time, technological advancements and regulatory requirements in the healthcare industry have demanded more from EMR systems. In recent years, it has become increasingly clear that Hammond-Henry's existing EMR no longer meets the needs of the organization, nor does it meet the needs of the patients we serve.

Q: Why was Epic selected as the new EMR product?

A: EMR systems are a major investment and the decision to move to Epic was not made spontaneously. Over the course of a year, several top EMR companies were heavily researched and compared to ensure we were committing to a system we could trust to meet our needs now and help us reach our goals for the future. Representatives across all departments had opportunities to participate in product demonstrations, ask questions, and provide feedback on what they did and did not like about each system that was considered. Ultimately, Epic, hosted by UnityPoint Health, was the system we chose to proceed with.

Q: Will Hammond-Henry clinics be changing to Epic as well?

A: Yes. Hammond-Henry Hospital and all of its Family Practice and Urgent Care Clinics will move to Epic.

Q: What does “hosted by UnityPoint Health” mean?

A: Hammond-Henry’s Epic system is being configured, implemented, and maintained by UnityPoint Health’s Epic Community Connect program.

Q: Why does Hammond-Henry Hospital’s Epic system need to be hosted by another organization?

- A:
- Epic is used by some of the largest hospital organizations in the country. These vast networks of hospitals have extensive teams of technical support staff and other resources needed to implement and maintain Epic’s highly complex systems and interfaces.
 - Small critical access hospitals, such as Hammond-Henry, lack these resources. So, in order to accommodate small hospitals, Epic has developed a program called, “Epic Community Connect”. This program allows larger organizations to host Epic for a sub-network of smaller hospitals.
 - UnityPoint Health’s Epic Community Connect program is the largest in the country, hosting 23 hospitals, 78 hospital owned clinics, and 5 independent clinics across the Midwest.
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Q: Does this mean Hammond-Henry is now owned by, or affiliated with, UnityPoint Health?

A: No. The UnityPoint Health name and logo are embedded throughout the Epic system. So, while you can expect to see “UnityPoint Health” appearing in various places, know that Hammond-Henry Hospital remains the independent critical access organization that you know and trust.

Q: Does this mean I will have a new patient portal?

A: Yes. Epic’s patient portal is called MyChart. In MyChart, you can conveniently manage care for you and your family.

MyChart allows you to:

- Communicate with your care team.
- Schedule and manage appointments, including Rehab Services appointments.
- Review your medical records, such as immunization history, and test results.
- View after visit summaries and clinical notes documented by your provider.

Q: Will I still be able to access records from my Meditech patient portal?

A: Yes. Hammond-Henry will continue to offer access to the Meditech patient portal. Please note this will no longer be updated after September 21st. Services provided prior to September 21 will remain available in this legacy portal. After September 21, all new information will be stored in the Epic MyChart portal. Historical information from your Meditech portal will not transfer into your new Epic MyChart.

Q: What changes can I expect to see on my medical bills?

A: Hammond-Henry will continue to contract with the same insurance plans and bill for service independently. We will continue to work with Magnet Solutions for payment plans and self pay.

Q: How will this EMR transition impact my experience as a patient?

A: Our hospital, family medicine, and urgent care staff remain dedicated to providing you an excellent patient experience. Below are a few things that we think might be most noticeable to you once we are live with Epic.

Your first couple of visits may take a little longer than usual.

A few weeks prior to upcoming appointments, staff will begin transcribing patient information from the old system to the new. During your appointment, we will take some extra time to verify your information with you.

You may be asked for information that you have already provided to us in the past.

For accuracy and completeness of your medical record, we will be asking you questions that we have asked you before. Yes, we will transfer key pieces of your medical record from the old system to the new, but copying your entire medical record is not possible. We appreciate your patience and understanding as we work to verify and build your new medical record in Epic.

Communication between you and your care team will be improved.

At the end of every visit, patients will receive an After Visit Summary via the communication method of their preference. This document outlines your visit from that day, shows any future appointments you have scheduled, and lists your current medications and any new orders or changes made. The After Visit Summary also includes patient instructions from your provider, personalized care recommendations, helpful resources, and contact information. If you are not already an active user in MyChart, your After Visit Summary will also include instructions on how to enroll.