

# We're moving to a new electronic health records system

Starting June 15, 2024, Richmond Hospital and four VCH community sites will move from older systems and paper-based charts to one electronic health records system to enhance the safety, quality and consistency of care.



**Our focus continues to be providing quality care to you.**



**If you are visiting the hospital or clinic between June and August 2024:**

- You may experience delays in services while we get used to the new system
- Please arrive early for your appointment to allow extra time for registration
- Thank you for your patience during this time

**Some changes you might see:**

- Care providers in training to learn the new system
- New devices in the unit or clinic, like computers on wheels
- Extra support staff on site



**Expected benefits of the new system:**

- Care teams with real-time access to the information they need
- Less time repeating information or undergoing duplicate tests
- Safer medication management process
- Faster access to lab results and medication therapies



To learn more about the new system, ask your care provider or visit [bit.ly/VCH-CSTInfo](https://bit.ly/VCH-CSTInfo), including information in other languages.

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