

# IMPORTANT

## Upcoming Clinic Changes & Discontinuation of Health Portal

Dear Valued Patient,

Over the last 20 years we have one medical records system. During much of this time it served its purpose, however over the last several years the system has not kept up with many of the new features and platforms the province has introduced to improve the way care is delivered and to enhance the experience of clinicians and patients. Additionally, our current health portal was developed internally due to a lack of alternatives and has been maintained by our staff at a significant cost. Our current health portal cannot be easily adapted to be compatible with a new system. As such, in late February we will be discontinuing our current medical record system and health portal. We are transitioning to a new medical record system with its own fully integrated health portal.

Our new medical record system better suits our needs and receives frequent updates and improvements. There are also many improvement in the way we will interact with you, our patients. There are features that you may have used in our old portal that will not be available in our new portal but we are working with our vendor to explore alternatives. Initially, our team will require time to get used to using our new system and most of the new patient portal features will be added gradually as our capacity allows.

Within the **new web based portal and mobile app** you will be able to:

\*feature not available at launch

- View upcoming and past appointments, including the ability to modify/cancel appointments, if needed.
- Book selected appointment types online.\*
- Receive secure messages from your provider, including "PDF attachments" within the message. This may include referrals, pamphlets, requisitions, notes, or other chart information. Many of these we were only able to selectively send in the past, or we were unable to send it at all.
- Complete pre-visit questionnaires about your health concerns which may link to your appointment and save you time when you are in the clinic.\*
- Complete questionnaires that update information within your health record (eg. home blood pressure readings).\*
- Process online bill payments for uninsured patients and services.
- View and change your contact information (including preferred name and pronouns).\*
- Conduct secure virtual visits, when appropriate.\*

Some of our **existing features within our old health portal will no longer be available**. We understand this will be an adjustment for some and are exploring alternative options. Features that will no longer be available include:

- Sending an open-ended message to your provider in the same manner you did previously.
- View your medication list and complete a refill request from it.
- View your health plans and immunizations that have been completed or are due.
- View select vital signs and lab results. We recommend you look into the portal options offered at your preferred lab. This may not be available at all labs. Additionally, the province is testing a tool which provides patients access to a vast amount of their personal health information from labs, pharmacies, and hospitals. When, or if this is launched in our region or across the province we will be sure to let you know. <https://info.connectmyhealth.ca/>

We know this is a big change and may be a challenge for some. As we move forward, we will continue to provide you with information and resources to help you navigate the new portal and its features and we are excited for you to see what's available. And, while our clinic has been preparing for this change for over a year, this will also be a challenge for all of our staff so please be patient with us for the first 6-8 weeks after we transition to our new system. We have provided a timeline below to give you an overview of what to expect.

As always, we will do our best to serve our patients.

Thank you in advance.

Chris LeBouthillier, Executive Director and the Entire Team at West Carleton Family Health Team

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## **EXPECTED TRANSITION TIMELINE\***

\*subject to change

### **February 9, 2023 - end of day**

**Patient initiated new messages** in the current portal will be **discontinued**.

### **February 9, 2023 to February 22, 2023**

Patients can continue to message provider within an already established conversation

Patients can continue to complete drug reviews and medication refill requests. **PLEASE CHECK YOUR MEDICATION REFILL REQUIREMENTS AND SUBMIT THEM PRIOR TO FEB 21, 2023**, otherwise there may be a delay in refilling your medication.

**February 22, 2023 - 8pm**

The current **patient portal will be disabled**

**February 23, 2023**

The office will be **CLOSED** to in person visits but we will still be taking calls and able to provide support for many acute issue by phone.

**February 24, 2023**

The office will be **OPEN** at a reduced capacity. Please be patient as this will be our first day with our new system.

**February 25 and 26, 2023**

The weekend urgent care clinic will be **CLOSED**.

**February 27, 2023 onward**

We will be **OPEN** as usual, however, for 7-10 days our patient capacity will be reduced as all of our old medical records are migrated into our new system.

We will gradually increase patient capacity through the days and weeks that follow as we continue to refine processes and workflow. Patients may start to receive "Portal Messages" in the new system. No action will be required on your part to receive these messages and notifications of messages and how to open them will be sent to your email on file.

**mid March, 2023**

All Patients will be informed of how to access the new patient portal in order to access the features listed above that we have made available.

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