

EPIC Integration in Lebanon County

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WELLSPAN HEALTH



HOW YOUR HEALTH RECORD WORKS

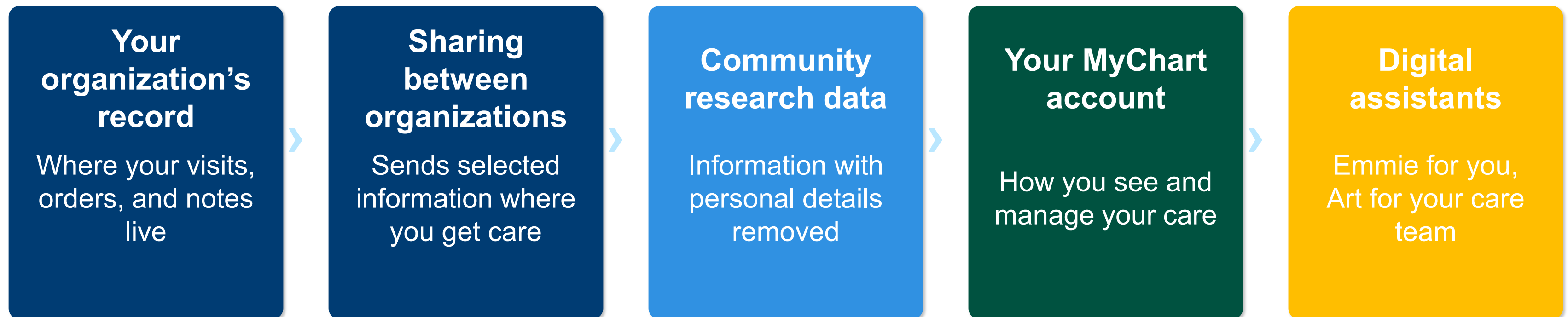
Your care organization's record, sharing between organizations, MyChart, community research, everyday needs, and digital assistants

A guide for patients and families

Alexander Petron DO, VP and Chief Medical Information Officer

Five parts of the system

Related pieces, each doing a different job



Two organizations using the same software do not automatically share one chart, one setup, or one set of rules.

Each organization runs its own record system

Same software, local setup

Shared foundation

- The same core software
- The same set of tools
- Shared technical standards

Local setup

- Which features are turned on
- Forms and care content
- MyChart options offered

Local rules

- Who can see your record
- Privacy protections
- Built-in safety checks

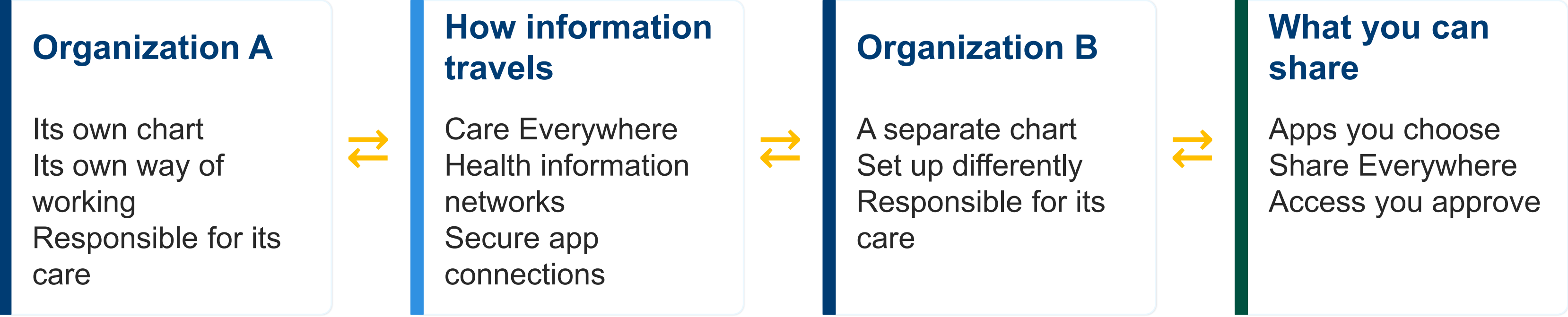
Local operations

- Departments and scheduling
- Billing and follow-up
- When updates arrive

The record where you receive care is the official record for that care.

Your information can be shared without combining records

Organizations exchange selected information securely



Outside information can be viewed, summarized, or added to your chart. The organization receiving it decides how it is used in your care.

MyChart is how you take part in your care

What you see depends on where you receive care

FIND CARE

Search for care, schedule, join wait lists

PREPARE

Check in early, fill out forms, review medications

UNDERSTAND

Test results, visit notes, after-visit instructions

COMMUNICATE

Messages, refill requests, video visits

MANAGE

Bills, cost estimates, payments

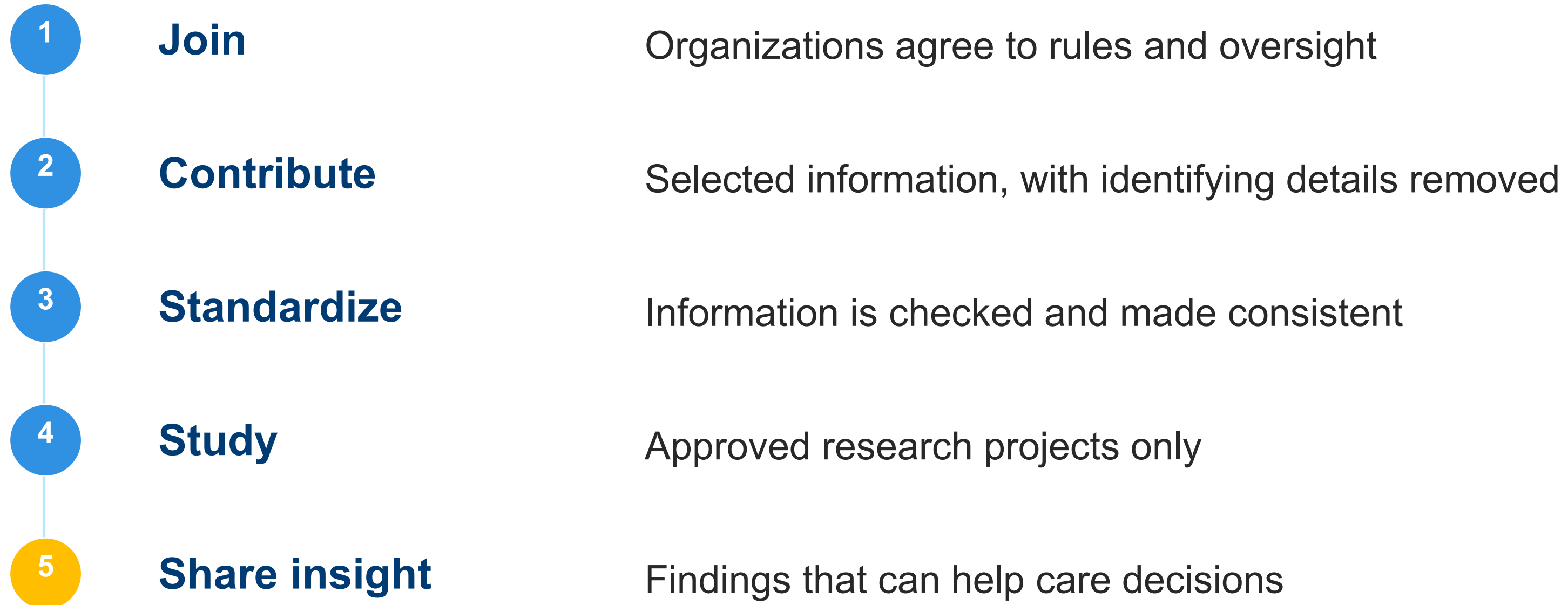
CARE FOR OTHERS

Access for caregivers and loved ones

Which features you see, how you sign up, and how caregiver access works are set by your care organization.

Community data helps everyone learn

A research dataset — not a shared copy of your chart



What community data can offer you

Insights from many patients, used carefully

Similar patients

Helps your care team connect with others who have treated a similar combination of conditions or symptoms.

Treatment choices

Shows how similar patients responded to the treatments being considered, alongside your care team's expertise.

Growth charts

Compares a child's growth with others who have the same condition, instead of only general charts.

**Not your medical record • Not a way to browse other patients' charts •
Never a replacement for your care team's judgment**

Help with everyday needs, not just medical care

Questions about food, housing, and transportation can lead to real support

SCREEN

A few short questions at a visit

REVIEW

Your answers go into your chart

PLAN

Your team adds follow-up steps

REFER

Connections to community programs

CLOSE LOOP

Someone checks whether help arrived

MEASURE

Needs and results tracked over time

A digital assistant inside MyChart

Help with finding things, understanding information, and routine tasks

NAVIGATE

Find appointments, results, instructions, and balances

ACT

Schedule eligible visits and complete questionnaires

UNDERSTAND

Plain-language summaries of routine information

PREPARE

Gather your questions and reminders before a visit

CONNECT

Point you to approved community resources

Ask Art: A helper for your care team

Ask Art lets your care team ask questions about your chart in everyday language and get a short answer with links back to where the information came from, instead of searching through pages of records. It is a tool for your care team, not for patients. Your care team can ask follow-up questions and can always check the answer against your record. The goal is more time spent with you and less time spent looking for information.

Start Over

How is her hypertension?

Hypertension is documented as stable on medications. [1](#) ⓘ

- Clinic BP 122/78 on 10/25/2024; patient taking HTN meds as prescribed and continuing home monitoring. [2](#)
- Essential hypertension is an active problem on the problem list. [3](#)
- Recent antihypertensive orders: lisinopril 20 mg (order dated 10/25/2024) – expired; atenolol 100 mg (order dated 10/25/2024) – expired; hydrochlorothiazide 25 mg (9/30/2024) – discontinued (discharge). [4](#) [5](#) [6](#)

References   1:53 PM

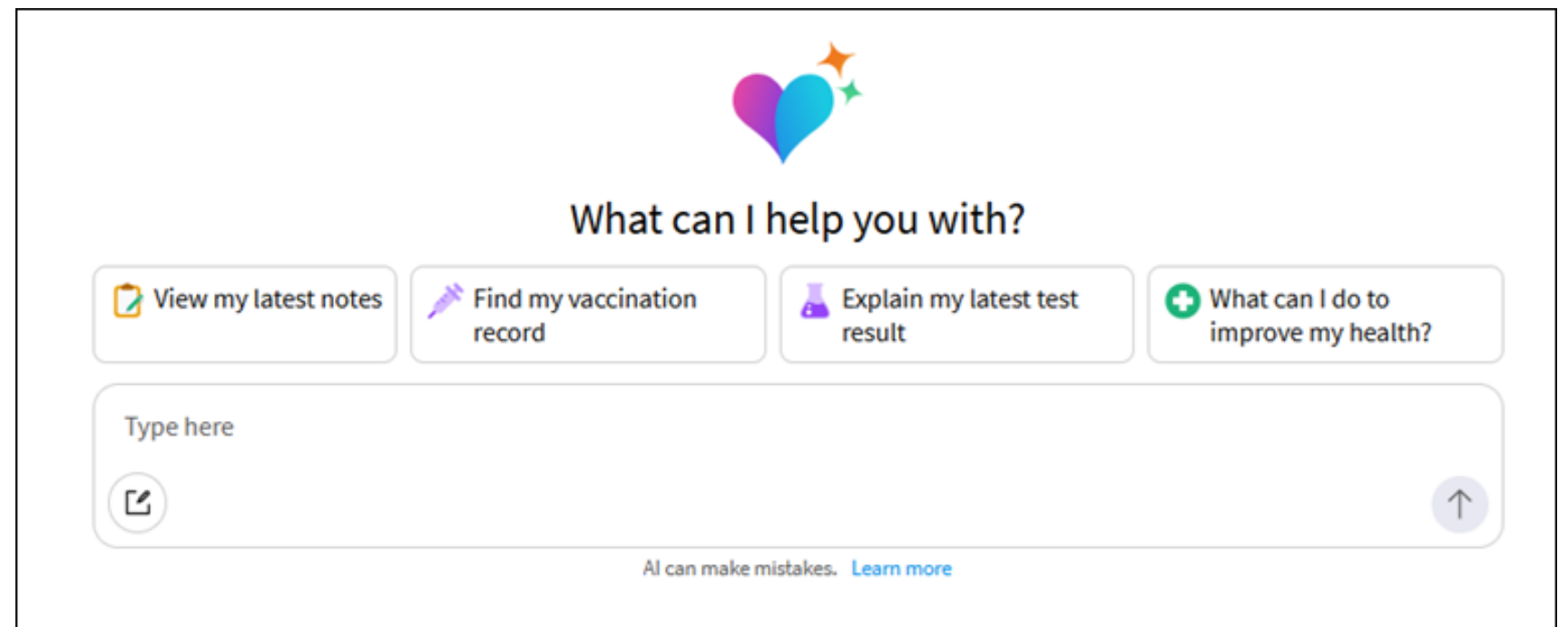
Why was hydrochlorothiazide discontinued?

Hydrochlorothiazide was discontinued at hospital discharge — the order is marked “Discontinued” with reason “Discharge” [1](#). During the admission the patient received IV furosemide with brisk diuresis and developed a drop in serum potassium that required oral replacement, which is documented in the hospital course and discharge planning [2](#) [3](#) [4](#). ⓘ

References   2:08 PM

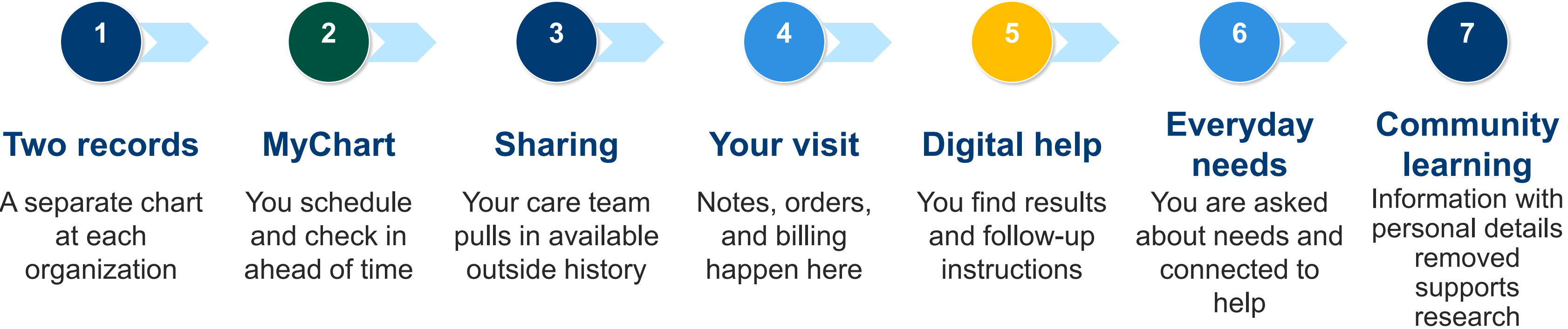
Ask Emmie: A helper inside MyChart

Emmie is MyChart's virtual assistant. You can ask questions in everyday language to help you find your way around MyChart, look something up in your record, or understand general health information. Emmie can refer to things like notes from a recent visit, lab results, or past messages, and can ask follow-up questions to find what you need. When you need more support, Emmie points you to your care organization.



One patient's journey across these parts

An example of how the pieces work together



Your care happens locally. Sharing adds selected background. MyChart and its assistant shape your experience. Community data helps everyone learn.

Words you may hear

Plain-language definitions

Epic instance	Your care organization's own version of the Epic record system.
Care Everywhere	The way organizations securely send your health information to each other.
Community Connect	When a larger organization shares its Epic system with a smaller partner.
FHIR	A common standard that lets approved health apps connect to your record.
Cosmos	A research dataset with personal details removed, used to improve care.
MyChart	The website and app where you see and manage your care.
Compass Rose	Tools your care team uses to coordinate long-term care programs.
Emmie	The patient assistant inside MyChart; availability varies by organization.