OCHIN/Epic Implementation FAQ

1. What is changing?
CCMH is transitioning from Credible to OCHIN/EPIC as our electronic health record system.

2. When will this change take place?
We will be closed to all services except crisis on Monday, May 19th, to finalize the transition. OCHIN/EPIC will go live on Tuesday, May 20th.

3. How will this affect my access to services?
During the transition, we ask for your patience as our processes may take longer while we adjust to the new system.

4. What is MyChart, and how does it benefit me?
With this change, CCMH clients will have access to MyChart, an online portal that allows you to view your records and manage aspects of your care.

5. What features will be available on MyChart at first?
Initially, MyChart will provide access to past visit information. You will also have the ability to pay your bill online. Additional features will become available over time.

6. Will I need to provide any additional information?
Yes, you may be asked to provide personal information that you have previously shared with CCMH, such as emergency contacts and race/ethnicity. You may also need to sign new releases of information and consent to treat forms.

7. Will my appointments be affected?
As we transition to OCHIN/Epic, please be patient, as our processes may take longer than usual. We will be transitioning from 8x8 to Zoom for telehealth services.

8. What is OCHIN/Epic, and why are we switching?
OCHIN/Epic is part of a collaborative network that enhances care coordination between healthcare providers and improves quality of care. OCHIN Epic is a network of over 300 healthcare providers working together using the Epic system through OCHIN (Oregon Community Health Information Network) to enhance patient care coordination and data analysis. Collaborative Network: Means that multiple health centers within the OCHIN network can access and share patient data across their systems, enabling better care coordination and data analysis.

Thank you for your patience and support as we improve our services with OCHIN/EPIC!