



Dear Lakeridge Health patient/family member,

**We're making an Epic transformation to serve you better!**

On December 3, 2021, Lakeridge Health, along with six partner hospital organizations in Central East Ontario, will introduce Epic – a modern, computer-based system that will provide a single, digital health record for each patient.

The launch of this new, shared system is a major milestone in our history and will vastly improve the way we deliver care here at Lakeridge Health, in Durham Region, and across the Central East Region for generations come. Epic's many benefits include:

- Timely access to information to support the care team in clinical decision-making, including test results, medication information, and other essential health information.
- Improvements in patient safety features, including barcode identity validation at the patient's bedside.
- Less duplication and more efficient processes, contributing to a more sustainable health system.

In addition, the launch of Epic will include a new **MyChart Central East Ontario** patient portal where you can access your medical records and personal health information. Learn more about how you can register for **MyChart Central East Ontario** beginning December 3 at [lakeridgehealth.on.ca/mychart](https://lakeridgehealth.on.ca/mychart).

As we transition to this faster, safer, and better way to deliver your care, you may notice longer than usual wait times and some processes that are done differently.

We are working hard to ensure that any disruptions to service are kept to a minimum and we want to assure you that we will continue to provide the best possible care and support for our patients and their families throughout this transition. We appreciate your patience and understanding as our team works with this new system to better serve you and your health-care needs.

If you have any questions, please speak to a member of your health-care team.

