Getting Comfortable Takes Time

You've completed training, explored the Playground, and abstracted patient records, but you still may feel more tentative than you might like during the first few days and weeks after we go-live with Epic.

"There's no getting around it," says Andrew Cutney, MD. "It's going to take a little time for everyone to feel comfortable with the system – and just acknowledging that fact can take some of the pressure off when you first come face-to-face with patients."

One approach Cutney suggests is simply to ask the patients to bear with you, as you get comfortable with Epic. You can point out that one of the reasons for the switch to electronic medical records is to make it easier for patients to gain access to the information they need to lead healthier lives.

"Patients appreciate the effort and are adjusting with very positive feedback about the electronic "presence" in the office. It also provides a good moment to tell them about MyChart and encourage them to sign up," noted Cutney. As a member of NEMG, Dr. Cutney is one of the top five providers who have patients activating their MyChart accounts.

Transition to an electronic medical record is necessary for physicians. The real benefit to providers, like Dr. Cutney who adopt Epic, comes when data and documentation is shared across a regional network.

"Efficiency may take time, but I think we can provide better care and more collaborative care when we share information," said Cutney.

Andrew Cutney, MD