

BIG changes are coming to FCN

Family Care Network will begin using a new electronic health record, called Epic, on June 3

Patients may see minor, temporary disruptions before and after **June 3**. Patient care is always our first priority, and we will be working hard to reduce any impacts that this change may have on our patients.

We kindly ask for your patience and grace during this time. Our providers and staff have dedicated thousands of hours

building, testing and training in Epic over the last several months to ensure a smooth transition.

Even though we know this transition will be challenging, we are excited to take this step forward with a health record system that supports our commitment to optimum health and wellness for our communities.

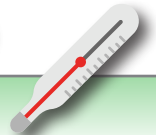


IMPORTANT NOTES

- ✔ Starting **June 3**, patients checking in for appointments will be asked to provide insurance cards, have a new photo taken (or provide photo ID), and re-sign several registration documents. These items will not transfer over from the old system.
- ✔ Take advantage of the new MyChart patient portal and complete some check-in tasks online up to one week prior to your appointment. MyChart signup opens **May 30**.

LEARN MORE

Learn more at familycarenetwork.com.





MyChart

Introducing the MyChart patient portal

A new patient portal, called MyChart, will replace FCN's existing InTouch patient portal on June 3. To prepare for the change:

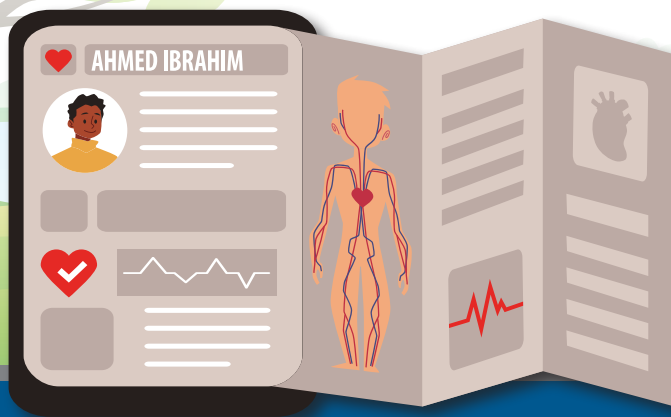
✔ **May 18** – scheduling telemedicine appointments in InTouch will be disabled. Please call your clinic to schedule all appointments until MyChart is active on June 3.

✔ **May 30** – MyChart signups will open.

- Go to familycarenetwork.com or download the MyChart app.
- If you have an existing MyChart account with another organization, you can add Family Care Network to that account.

✔ **June 1** – messaging to your provider in InTouch will be disabled. Please call your clinic if you have an urgent medical question, or you can send a portal message in MyChart starting June 3.

✔ **June 3** – MyChart will become fully active. As soon as you activate MyChart, you can take advantage of multiple online features that will make it easier to communicate with your care team, schedule appointments, make payments, and more.



PLEASE NOTE: All patient information will migrate from InTouch to MyChart, but it will take time. This means some patients may see their information in MyChart sooner than others. Access to InTouch will remain open for viewing past medical information. Over time, patients will be able to see all past and current activity in MyChart.