



Western Connecticut  
Health Network  
we know you **well**<sup>SM</sup>

# To Our Patients

## WCHN is in the process of transitioning to a new Electronic Health Record, Billing & Scheduling System

We have been preparing for this transition over the past two years – we are very excited to bring the benefits of this new system to our network and our patients!

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### Why are we doing this?

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- To **better serve our patients** & provide more consistent quality care across WCHN facilities
- To have a **centralized source** for all of our patient information
- To **further integrate** as a health system and keep up with the **rapidly changing** health care environment

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### What to expect?

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- As our providers and staff adapt to the new system, you may notice **longer wait or appointment times**
- You may also notice an **increased presence** of care team members and technology support staff
- We are committed to providing the highest-quality care, and **we apologize for any inconvenience** you may experience during this transition

