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January 31, 2012

Dear Community Partner:

The Public Health Department is implementing Electronic Health Records (EHR) throughout all of our Health Care Centers to greatly enhance patient care. The process of converting paper charts to electronic records requires significant training and practice, thus we are adjusting our appointments to accommodate the process. We are excited about the pending improvements and appreciate your support during the transition.

The Santa Barbara Health Care Center, at 345 Camino Del Remedio, is going "live" with its EHR on February 28. The Santa Barbara Health Care Center will have reduced patient schedules starting February 7. Schedules will be limited the week of Feb 27 through March 2, with gradual increasing accessibility in March and April. The HCC will be closed to patient care Monday, February 27. If access is an issue for you or people you serve, please call us at the numbers below or contact one of our other South County health center locations (Franklin/568-2099 or Carpinteria/560-1050).

One of the biggest issues with EHR implementation, training, and support, is the struggle to find the balance with EHR implementation and the day-to-day needs of delivering patient care. While these challenges will be short lived it will take time to make this change. Please anticipate the following changes during the transition:

- From February through March, there will be fewer appointments as we adjust to the new technology.
- Starting February 28, appointments will take longer to finish, perhaps as much as an additional 20 minutes.
- Specialty Services will be impacted with reduced access, as well.

We are communicating these changes to you as well as to our patients, community partners and other clinic locations. We look forward to the improvements the EHR will bring to our daily practice and we appreciate your patience and support as we implement this wonderful enhancement to patient safety and care.

Sincerely,

The SBHCC EHR Team

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