



Emerson Practice Associates New Electronic Medical Record and Patient Portal

We are excited to share that Emerson Health has partnered with Mass General Brigham (MGB) to convert our physician practices' electronic medical record system and patient portal to MGB's Epic, effective June 15, 2023.

What is Epic?

Epic is a state-of-the-art electronic medical record system used by more than 2,100 hospitals and 60,000 clinics--approximately 400,000 physicians nationwide.

What are the benefits of Epic?

- Enhanced patient experience and care coordination through streamlined access to services.
- Improved communication between patients and care teams.
- An easy-to-use patient portal with improved features.

Who is moving to Epic?

Emerson's primary, specialty, and urgent care offices are moving to Epic. Emerson Hospital's electronic medical record and portal (Emerson Hospital Connect) for hospital services are **not** transitioning to Epic at this time.

How do I create my Epic Patient Portal (Patient Gateway) account?

We suggest signing up for the Patient Gateway portal as soon as possible. You may already have an Epic profile from a physician at another health system. If so, when you log in, you will see information from Emerson in the same place – no additional registration is required. If you do not have an Epic profile, please visit www.patientgateway.org to sign up.

Will this impact my care?

This change will not impact your ability to access care or the cost of care. It will enhance communication across your care teams.

Will my hospital records be available in the new portal?

Emerson Hospital is not switching to Epic and will continue to use the Emerson Hospital Connect patient portal.

Why is Emerson using MGB's version of Epic? Is Emerson merging with MGB?

No, Emerson is not merging with MGB. Emerson Health has enjoyed the benefits of a clinical affiliation with Mass General Brigham for more than 20 years while remaining an independent community hospital. Emerson Health remains independent, but as an affiliate of MGB, we are fortunate to use their version of Epic, and benefit from the best-in-class electronic medical record. As a result, you may see Mass General Brigham branding on your Patient Gateway portal notifications.

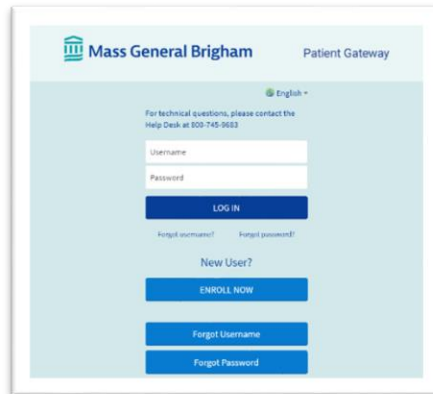
See back side for more information.



What changes can I expect?

Patient Registration: The MGB Patient Service Center (PSC) will support our offices for registration updates, insurance eligibility, and insurance referrals. The MGB PSC will contact patients if we require updated information before the visit.

New Patient Portal: Emerson's physician practices will now use MGB's patient portal, "Patient Gateway." When you enter the portal, it will feature MGB's logo. Access the portal at www.patientgateway.org.



Physician Office Appointment Reminder and Billing Emails: Appointment reminder emails and billing statement notification emails that you receive from your Emerson Doctor's office after June 15 will include the MGB logo since they utilize MGB's Epic. Like the portal, you will see the MGB logo on these electronic communications.

Billing Reminders: Copayments are due at the time of your visit. We accept credit cards, debit cards, and check payments only. Cash is no longer accepted. Please refer to the number on your statement for billing questions. See the sample statement below.

Will I still receive bills from Emerson Hospital?

Yes. This change only impacts Emerson's physician practices. Any hospital-based services, including lab, radiology, inpatient care, and other services, will continue to be billed separately by Emerson Hospital. *If you have a question about a bill, please call the customer service number on the statement.*

Sample New Physician Office Statements (to include Emerson logo)



Sample Hospital Statement

