

CHEHALIS TRIBAL WELLNESS CENTER

What's happening?

The Chehalis Tribal Wellness Center is transitioning to a new Electronic Health Record (EHR) system, EPIC, in 2025. This change is a significant step forward in enhancing our ability to deliver coordinated, efficient, and high-quality care. However, during this transition, our pharmacy will continue to operate using RPMS, which may present some temporary challenges.

Benefits of the New System

- **Better Care Coordination:** Your health information will be more easily accessible by your care team, improving communication and overall care.
- **Streamlined Services:** Appointment scheduling, check-ins, and follow-ups will be more efficient.
- **Future Access:** EPIC will eventually offer online patient portals for easier access to your health records.

Potential Hindrances

- **Coordination Between Systems:** Prescriptions may not sync seamlessly between EPIC and RPMS, possibly causing slight delays at the pharmacy.
- **Learning Curve for Staff:** Our staff will be learning to use EPIC while continuing to use RPMS for pharmacy operations, which could lead to temporary inefficiencies.
- **Temporary Adjustments:** Appointment scheduling and other processes may experience minor disruptions as we adapt to the new system.

How we're supporting you and what you can do to help?

- **Be Patient:** We appreciate your understanding as we work to improve our systems for the long term.
- **Communicate:** Ensure your care team has all your up-to-date information (insurance, address, phone number), especially for prescriptions.
- **Staff Training:** Our team is undergoing extensive training to ensure a smooth transition.
- **Clear Communication:** We'll keep you informed of any changes or delays during the transition.
- **Feedback Opportunities:** Your input is invaluable. Let us know how we can improve your experience. Please contact the CTWC, Quality Improvement Coordinator (abennett@chehalistribe.org), Office Manager (bklatush@chehalistribe.org), or the Director (jsalazar@chehalistribe.org) for issues/concerns involving patient care during the transition.