



Western Connecticut
Medical Group
we know you **well**SM

To Our Patients

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

Why are we doing this?

- 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

What to expect?

- 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

