



# Lifespan

*Delivering health with care.™*

*Rhode Island Hospital/Hasbro Children's Hospital*

*The Miriam Hospital*

*Newport Hospital*

*Bradley Hospital*

*Gateway Healthcare*



**LifeChart**<sup>™</sup>  
One patient. One record. One system.

A MESSAGE FROM THE PRESIDENT AND  
CHIEF EXECUTIVE OFFICER OF LIFESPAN



Over the past few years, Lifespan has been working hard to redesign the way we deliver care across our system, at our hospitals, our clinics, our community practices and partners. The ultimate goal has been to transform ourselves from a hospital system to a health care system that puts the patient at the center of all that we do. Our mission statement sums it up neatly: *Delivering health with care.*

The foundation of these efforts, the steel beams on which the system rests, is our new electronic health record: **LifeChart**. It has taken two years of work to transform Lifespan's entire information technology infrastructure, now re-built on the well-regarded Epic software platform. **I'm pleased to announce that we are now ready to go live with our new system on March 29, 2015.** Once implemented, we will have made a quantum leap in patient care and information flow by creating a truly integrated health delivery information system.

**LifeChart** replaces many of our current systems, including the old **LifeLinks, eClinicalWorks, eEHX, MedHost, and others.** It creates a single record for each patient that may be accessed by clinicians throughout Lifespan. One great advantage of the new system is that all of the patient's information will be in one place; clinicians and staff will no longer have to click in and out of different systems to find information, as they do now. Community physicians will be able to view information about patients who have had inpatient stays or outpatient visits at Lifespan facilities. Our patients will be able to access their own information through an easily accessible portal, **MyLifespan.**

With the implementation of **LifeChart**, we will be the only health care system in the state to have a single enterprise electronic health record that spans both inpatient and outpatient services—a distinction that affirms our commitment to meeting the health needs of our community.

Information sharing is fundamental to practicing good medicine, and it is imperative that physicians have the right information in the right place and at the right time to practice effectively and efficiently. This is particularly true for primary care physicians, who still spend hours every week trying to track down lab results, medical imaging reports and consultations. Once **LifeChart** is up and running, all community physicians will be able to request access to the system through a portal called **LifespanLink**. After a simple, no-cost enrollment process, **LifespanLink** will allow them to view their patients' test results, physician notes and documentation for care delivered at any of our facilities.

We have been reaching out to practices throughout the community to facilitate the transition to **LifespanLink**. **If you are currently accessing LifeLinks, or if you want to access the new Lifespan EHR in the future, go to [www.LifespanLink.org](http://www.LifespanLink.org) for information on the enrollment process.**

Work is also underway to develop a strategy to assist practices with implementing LifeChart as their own office EHR, if they so desire. More to come on that in the future.

We are excited to enter this new era of truly integrated, comprehensive health information.

In the steadfast pursuit of excellence, I remain,  
Sincerely yours,



Timothy J. Babineau, MD  
President and Chief Executive Officer, Lifespan

If you have any questions, please do not  
hesitate to contact us at **401-606-6352**.



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# LifeChart™

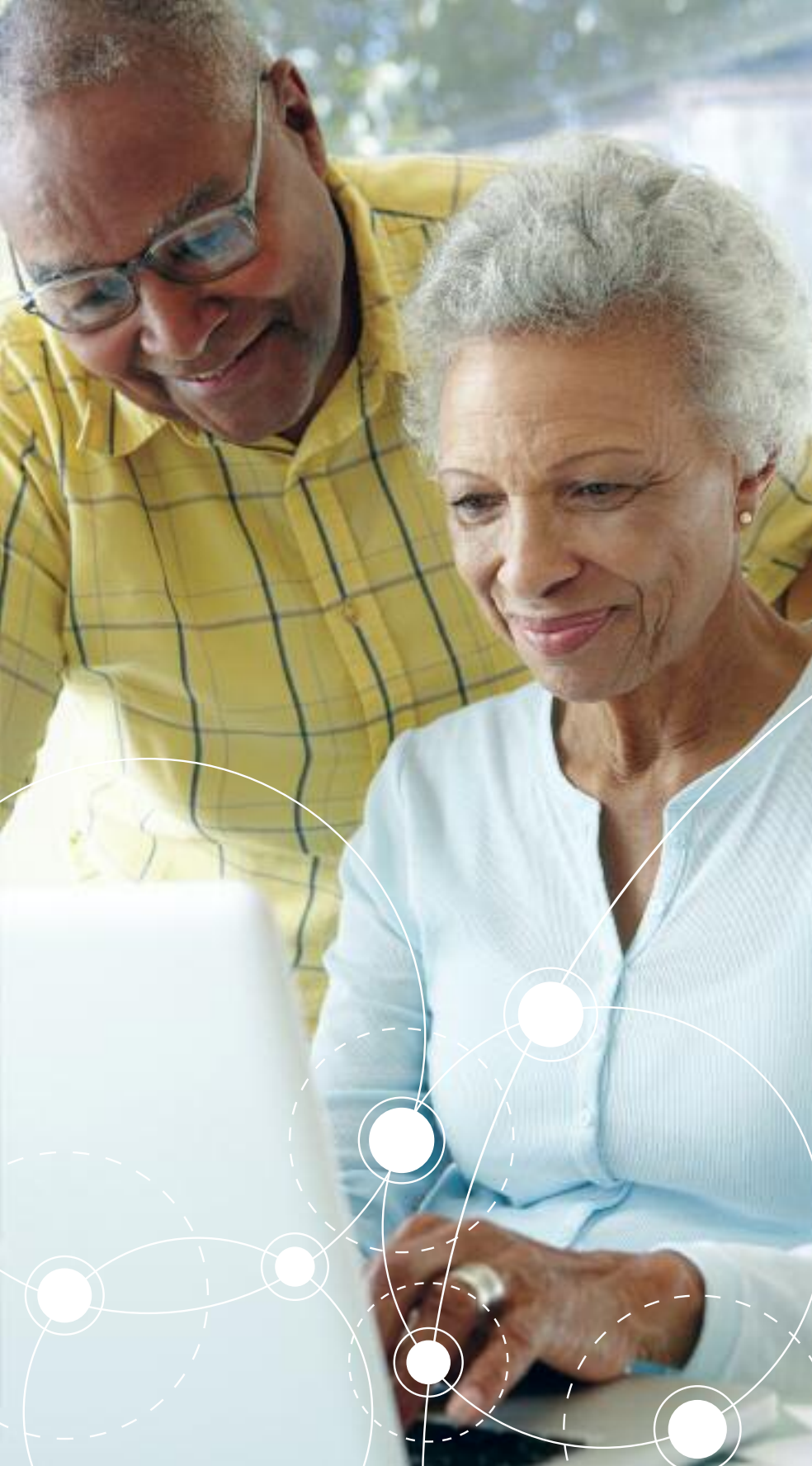
One patient. One record. One system.

**LifeChart** is the new Lifespan EHR, replacing LifeLinks. It is a comprehensive platform, using Epic software, that allows us to share information seamlessly throughout our health care system, from our hospitals and clinics, to our ambulatory centers and community partners. It creates one integrated record where we can chart our patients' care and health condition, promoting better, safer and more coordinated care. Among the many tasks staff and providers can complete, all within the same system:

- ☀ register and schedule patients
- ☀ track patient movement throughout the system
- ☀ review patients' test results
- ☀ order medications and tests
- ☀ use order sets
- ☀ view and capture images
- ☀ coordinate billing

This new EHR will better position us to improve the health of our population, to work with our partners more effectively, and to meet the challenges of a changing health care landscape.





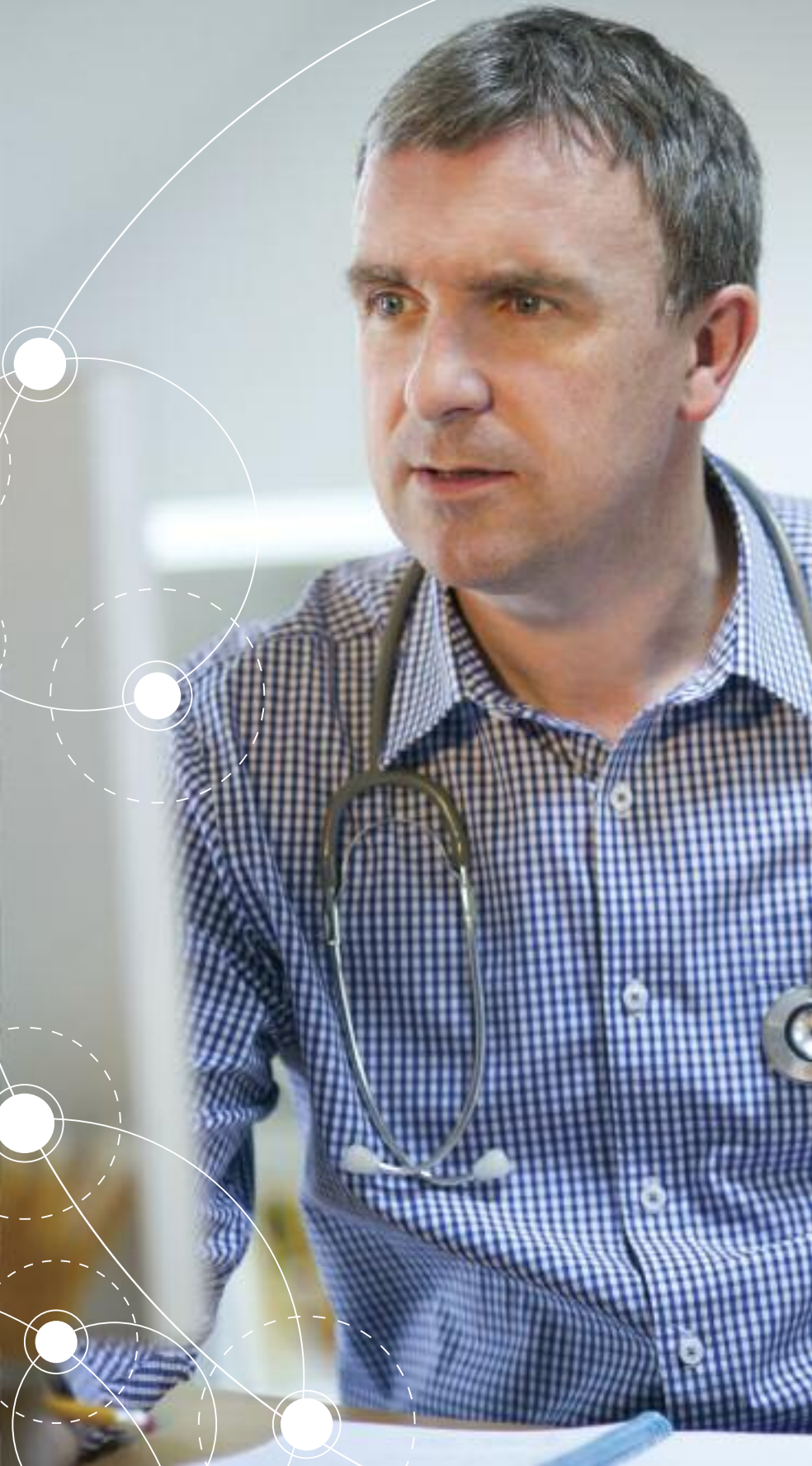
# MyLifespan

Your secure on-line health records

The **MyLifespan** patient portal is an exciting tool for engaging patients in their own care. Through MyLifespan, patients can review their laboratory and imaging test results, see what medications they're supposed to be taking, learn about their conditions, and more. Once enrolled, patients can receive results on their MyLifespan page of all tests performed at Lifespan facilities, within three business days. The physician can review and release results earlier, or if there are especially sensitive test results, the physician can prevent them from being routed to the patient and deliver them in person. Patients can also send messages to their doctors and care teams, and the care teams can send messages to the patients as well. This messaging system is completely HIPAA compliant.

In addition, patients can request or even schedule appointments. With permission, patients can manage the health information of other members of their family; for example, a parent for a young child, or an adult who wishes to manage the information for an elderly parent. Finally, MyLifespan is also available to download as an app for smartphones.





# LifespanLink

Provider link to Lifespan patient information

**LifespanLink** is the portal through which community providers can view their patients' medical records when those patients are seen at Lifespan hospitals or facilities.

Community providers who do not care for patients at Lifespan facilities can use LifespanLink to access their patients' information within the Lifespan EHR at no cost. Providers can view notifications of various patient events, such as visits to a Lifespan ED and admission to and discharge from a Lifespan hospital. LifespanLink provides read-only access—community providers cannot add to their patients' records, but can communicate with Lifespan physicians through electronic messages, and can request additional services, such as referrals. Community providers will also be able to view captured clinical images.

LifespanLink is free and accessible to any community provider, after a simple enrollment process. To sign up, go to [www.LifespanLink.org](http://www.LifespanLink.org). For providers currently using LifeLinks, that system will still be accessible through September, 2015; however, it will provide only a static view of patient records. Any patient visits, lab results, and other activity occurring after March 29, 2015, will only populate LifeChart and LifespanLink. Therefore, only LifespanLink will provide the most current Lifespan patient information for providers in the community.





# CareEverywhere

Through the **CareEverywhere** feature, our new Lifespan EHR makes it much easier to exchange information with hospitals and physician offices across the country that use an Epic EHR system similar to our own. With just a few clicks, CareEverywhere allows us to share crucial patient information with any other facility that uses the Epic EHR. For patients who are away for the winter or traveling, hospitals in other locations will be able to access information from our LifeChart record just as easily, so our patients still get optimal care while out of town. Many excellent hospitals and academic medical centers are currently using the Epic EHR, including Yale New Haven, the Cleveland Clinic, Kaiser Permanente, University of Florida Health, and numerous others in every region of the country.




# LifeChart™

One patient. One record. One system.

All providers in the Lifespan community will need access to either LifeChart (the full Lifespan EHR) or LifespanLink, the community portal.

While patients are receiving care at a Lifespan hospital or practice, every provider involved in that care, employed or not, must use the LifeChart EHR system to review information on their patients, create orders, eprescribe, or document. Physicians who also have private practices will not be able to use LifeChart to register patients, write notes, or generate orders for patients seen exclusively in their private practices, nor can they use LifespanLink to view patient records within their private practices.





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