



## **For Immediate Release**

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### **4C's Begins New System Rollouts**

**Galveston County and Cities** – On Tuesday October 19<sup>th</sup>, the Galveston County Health District's 4C's Clinics will embark on the first phase of a two phase project to rollout a new electronic system. This first phase will include new software for clinic business information. The second phase will be a conversion to an electronic medical/dental health records system expected to be completed by mid-2011. The new system will mean big changes in the way services are provided in the clinics.

"GCHD has been researching a new system for over 5 years," says Jay Holland, Chief Operating Officer. "Our implementation planning for phase one started with a kick-off on November 10, 2009 and involved extensive research, budgeting, programming, technical preparations, and training for key staff. With the coming of this new system, NextGen, staff has had an opportunity to review and modify some existing business processes that have been used as part of the existing practice management system in place since 1992. Ultimately, these changes should make accessing care at 4C's a simpler and more pleasant experience for patients both insured and uninsured."

Dr. Mark Guidry, CEO of the 4C's Clinics says, "The 4C's Governing Board and staff hope to realize many improvements after both phases are rolled out." After a period of learning, a few of the expected improvements from phase one include: a more streamlined and efficient registration process requiring fewer forms, an improved billing and collections process, automated telephone appointment reminders, document scanning capabilities and the ability to capture electronic signatures. After the phase one rollout, planning for the second phase, the new electronic medical/dental records system will start later this year, with an anticipated go-live date in mid-2011. This second phase will convert the clinics paper medical/dental records to electronic records. The current paper records system is inefficient and takes up a large amount of space. Electronic records storage will improve efficiency by making them easily accessible and will enable better quality of care reporting and monitoring.

"After 18 years with an inefficient business system and paper health records, we are very excited that this modern electronic system will finally become a reality," says Dr. Guidry. "This is the first of two large improvements; we also anticipate relocating the Texas City clinic and other GCHD offices into the new Mid-County Annex in the latter part of 2011, once construction is completed. The planned new clinic facility is part of a comprehensive plan to increase access to care."

"During our times of transition, we ask the public for their patience and understanding as we endure these significant changes in our systems, ultimately helping us provide more and better service to Galveston County residents," Guidry said.

To make the transition easier 4C's is asking all patients to make appointments prior to coming in for care. Appointments can be made by calling (409) 938-2234 or from north Galveston County (281) 309-0255. There are Saturday walk-in clinics available for those that find themselves unable to schedule an appointment. In October, the Saturday walk-in clinic will be open on October 23<sup>rd</sup> and 30<sup>th</sup>. The schedule for the rest of the year can be found at [www.gchd.org/4cs/Saturdays.htm](http://www.gchd.org/4cs/Saturdays.htm).

-30-

**(News Media:** For more information contact Kurt Koopmann, GCHD Public Information Officer, 409-938-2211 or [kkoopman@gchd.org](mailto:kkoopman@gchd.org))