



# EMERGENCY

## Intern Turns Patient

*Experience highlights value of electronic medical records*



A trip to the emergency department can be a little scary for anyone. But for **Whitney Robinson**, an Administrative Intern at St. Mary's Hospital, an emergency department visit can be downright terrifying.

Robinson has serious allergies to 16 common medications. If she takes one of them, she could end up fighting for her life.

But a few months ago, Robinson learned firsthand that ConnectCare, Bon Secours' new electronic medical records system, can help make an emergency just a little less frightening.

Robinson rushed to the emergency department at St. Mary's with angiodema, an allergic reaction that causes oral obstruction to the airway.

She knew she had to tell the emergency team about her list of medication allergies, which she keeps safely in her ever-present

mobile phone. But her phone malfunctioned, and she couldn't access the list.

"I was afraid that without the information, or being able to recall the information, the clinical team wouldn't know what they could or couldn't treat me with," she said.

Thankfully, three weeks earlier Robinson had sent her doctor a message with her allergy list using MyChart, the patient portal to ConnectCare.

That simple action paid off at Robinson's emergency department visit in November 2010.

Robinson's MyChart account had linked her allergy list to her electronic medical record, which listed all 16 of the medications.

"I was so relieved," Robinson said. "It was just a few weeks after the St. Mary's go-live of ConnectCare, so I was ecstatic to see working results. This really showed me just how valuable electronic medical records can be to the efficiency and quality of the health care provided."

However, she added, the quality of her care still came down to the Bon Secours doctors, nurses and staffers who cared for her.

"The combination of technology, innovation and utter compassion had revealed its power," Robinson said. "And that's why I remain a faithful patient and employee of Bon Secours; they sure take care of their own."

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