



SANTA CLARA COUNTY Behavioral Health Services

Supporting Wellness and Recovery

Dear Valued Behavioral Health Clients,

On September 1st, 2020, the Behavioral Health Services Department will be launching a new electronic health record (EHR). During the transition to the new health record system, we ask for your patience as your healthcare provider works to provide you with expert services while at the same time learning to navigate a new electronic health record system. While you may notice some delays in appointment scheduling or the registration process, you can be assured that these are only temporary and will be resolved soon as the entire system is deployed over the next few weeks.

Electronic Health Record Under Construction



How Can an Electronic Health Record Help Me? [You will receive better care coordination.](#)

- With the new EHR, all of your health information will be in one place. The new system will give your care providers more accurate and complete information about your health, so you can continue to receive the best possible care.
- Having information in electronic form means that it can be shared easily with all members of your care team so that the care that you and your family receive is more timely and better coordinated.
- With the new EHR, you can fully take part in decisions about your health and those that you are caring for in a much more efficient manner. Over time, you will learn about new opportunities where you can be more involved in your own care and some of the decision making around choices that you have regarding services.