



May 28, 2024

Re: Discontinuation of Central Coast Health Connect

Dear CCHC member,

Central Coast Health Connect's (CCHC) health information exchange was established in 2016 to help patients and care providers share health information electronically across Monterey County.

As time has progressed, so too have regulations, requirements, and technology, leading us to reevaluate the continuation of CCHC. With advancements in healthcare systems and services, and the introduction of better patient electronic health record interfaces, we have determined that Central Coast Health Connect is no longer necessary to continue.

With this in mind, we wanted to inform you of the discontinuation of CCHC's community health information exchange. Patient medical information will no longer be sent by healthcare systems to CCHC starting on the following dates:

- Montage Health (including Community Hospital of the Monterey Peninsula): June 14, 2024
- Natividad: June 30, 2024
- Salinas Valley Health: July 31, 2024

Please note that after July 31, 2024, medical information housed at CCHC will no longer be accessible to patients.

Rest assured, medical information will remain securely stored with individual doctor's offices and healthcare systems. For those receiving care from Montage Health or Salinas Valley Health and their affiliated entities, you can seamlessly access most of your medical information through MyChart, an intuitive patient interface integrated into your Electronic Health Record with these organizations. If you are under the care of Natividad, you'll have easy, convenient access your health records online through its MyNatividad patient portal, powered by MHealth.

Individual provider offices can also provide patients access to historical medical information by calling their front office or accessing their electronic health record.

Understanding that transitions like these may raise questions, our dedicated customer support team is here to assist you. You can reach us:

Call: (831) 644-7494 or
Email: CCHC-Help@CentralCoastHealthConnect.org.

Thank you for your understanding as we navigate this transition. Your health and well-being remain our top priority, and we are committed to ensuring a smooth and seamless experience for you and improved communication between you and your medical care providers.

Warm regards,

Central Coast Health Connect