

Transition and Service Access

ABOUT THE TRANSITION

What is happening on June 27, 2026?

On June 27, 2026, Manchester Memorial Hospital and affiliated care locations will transition to Hartford HealthCare's electronic medical record system, Epic.

Why is this transition happening?

This transition supports Hartford HealthCare's broader commitment to delivering high-quality, connected, patient-centered care. It aligns local care with Hartford HealthCare standards and improves coordination across the health system.

Will this change affect my care?

Yes — in positive ways. Patients will experience more connected and coordinated care, improved communication between providers, and easier access to services and information.

What are the benefits of joining Hartford HealthCare's electronic medical records system?

Patients will benefit from:

- › More connected care across providers and locations
- › Improved coordination between care teams and specialists
- › Easier access to medical records and appointments
- › Enhanced digital tools and communication
- › A consistent experience across the system
- › Access to MyChart, Hartford HealthCare's patient portal

CARE, APPOINTMENTS & SERVICES

Can I still see my same doctors at Manchester Memorial Hospital (including its Rockville campus)?

Will my appointments or surgeries change?

You can still see your same doctors and care teams. Your appointments, procedures, and surgeries will not change as a result of moving to the Hartford HealthCare electronic medical record.

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Will emergency room services change?

No. Emergency services at Manchester and Rockville will continue to operate as normal. In an emergency, please continue to seek care as you always have.

Will my insurance still be accepted?

Most patients will not see changes to their insurance coverage, appointments, procedures, surgeries, or approvals. However, we encourage patients to review their insurance benefits and confirm their provider is in-network to avoid any unexpected costs. If you have questions, please contact your insurance company.

Where can I learn more about Hartford HealthCare locations, services, and providers?

To learn more about Hartford HealthCare, please visit hartfordhealthcare.org/