



**COUNTY OF DURHAM, NORTH CAROLINA
BOARD OF COUNTY COMMISSIONERS
Agenda Action Form**

Item:

The Board is requested to approve the Department of Public Health (DPH) to administratively write-off \$996,162.75 in uncollectible debt from two electronic health records (EHR) systems no longer in use

Date Of Board of Health Ratification: January 3, 2025

Date Of Board of Health Approval: February 13, 2025

Date Of BOCC Work Session (WS): April 7, 2025

Date Of BOCC Regular Session (RS): April 14, 2025

Request For Board Action:

The Board is requested to approve the Department of Public Health (DPH) to administratively write-off \$996,162.75 in uncollectible debt from two electronic health records (EHR) systems no longer in use.

DPH used Patagonia as the department's medical EHR from 2013-2021 and Dentrix as the department's dental EHR from 2009-2021. Since they are no longer in use DPH would like to sunset these systems as a cost savings measure. Just in FY 25, DPH spent \$55,810 to maintain these systems and these costs rise each year. DPH has been able to recover only \$1,448.51 (or 0.02%) of the debt from Patagonia in 2024 as most patients are no longer reachable at the addresses listed in these legacy systems. Due to the age of these debts, the funds DPH is requesting be written-off are not included in DPH's budget as anticipated revenue. DPH now uses EPIC for both medical and dental clinics and will continue to focus debt recovery efforts there, including utilization of MyChart, payment plans, and the NC Debt Setoff program.

The Board of Health has approved this request.

Alignment With Strategic Plan: This item aligns with Durham County Strategic Goal: Healthy and Inclusive Community.

Resource Persons: Rodney Jenkins, DrPH, MHA, Public Health Director

County Manager's Recommendation: The County Manager recommends that the Board approve the Department of Public Health (DPH) to administratively write-off \$996,162.75 in uncollectible debt from two electronic health records (EHR) systems no longer in use.

County Manager: _____
