April 2023

Tips and advice on EMRs, digital health and virtual care tools you can use NOW

From the CMO's Desk: OMD Digital Health Conference—Call for Abstracts

OMD will return to in-person events this year, with our flagship conference taking place on Thursday, September 28, 2023 in Toronto.

I am excited to announce our Call for Abstracts for the conference is now open! This is your opportunity to present your certified EMR or digital health innovation to hundreds of clinicians to show them how to access more patient data, communicate with other health care providers, and improve their use of EMRs and tools integrated with EMRs to enhance patient care and practice efficiency.

Your abstract topic must align with this year's conference theme—*I can do that using digital health: realizing value for clinicians and patients.* Submit an abstract for one of the streams:

- Stream 1: Advancing Patient Care Using Technology
- Stream 2: Practice Productivity and Efficiency to Decrease Administrative Burden
- Stream 3: Integrating Existing and Future Innovative Technologies with Your EMR
- Stream 4: From Principle to Practice: Implementing Leading Practices
- Stream 5: For Sponsors – For vendors and health care organizations to showcase their innovations

[View the detailed guidelines and submit an abstract today!](#)

I highly recommend attending this conference! **Early bird registration is now open!** Take advantage of the savings and [register online now](#).

If you have any questions, please contact omd.events@ontariomd.com.

Tip from a Peer Leader: Using the Video Chat Feature (Avaros EMR)

This month's tip comes from Dr. Keith Thompson, OMD Physician Peer Leader and practicing family physician in London, Ontario. [Watch the video](#) in which he shows you how to leverage the video chat feature in Avaros EMR to conduct a live video session with a patient. Learn about essential features, including patient messaging and how to set up and share the appointment details in advance with the patient.

If you would like more tips or advice from a Peer Leader, please contact peer.leader.program@ontariomd.com.

HRM Task Force Updates

As you may already know, OMD heard your concerns about HRM report delivery issues (i.e., high volume of reports, fax suppression, etc.). To address them, the OMD HRM Task Force brought together key system partners and decision makers (Ontario Health, hospitals, EMR vendors, HIS vendors, OMA, OHA) to find solutions to decrease the report burden.

The Task Force has now completed all its meetings.

- The Advisory Circle's last meeting was on April 13, 2023.
- The Sending Facility Standards Working Group's last meeting was on April 6, 2023.
- The EMR Usability Working Group's last meeting was on November 8, 2022.

The Task Force has supported the creation of the following reports: Current State Assessment, Sending Facility Service Standards, EMR Usability Recommendations and a proposed Execution plan. Members will incorporate feedback in a final review cycle. Once finalized and approved by the Task Force membership, these reports will be published on our [HRM Experience Improvement Task Force](#) page.

We are continuing to meet with key stakeholders to highlight the great work of the Task Force and to promote the final recommendations. This month we will be meeting with the Section on General & Family Practice (SGFP) Executive, and next month, with the Chief Medical Information Officer (CMIO) of the Ontario Collaborative.

OMD Digital Health Advocacy

OMD advocates for physicians to ensure digital tools meet your practice and patient care needs. We present at many events/conferences to engage with you, your staff and other health system stakeholders.

Recent media and events:
- ***Podcast*** [OMA Spotlight on Health: Medical Scribes to Ease Administrative Burden](#) (March 28) – Inspired by OMD's webinar on scribes and featuring OMD Peer Leaders, this podcast discusses the evolving role of medical scribes to relieve physicians' workload.
- **Home and Community Healthcare Conference** (April 4-5) – **Chris Sulway, OMD Chief of Strategy, Growth & Stakeholder Relations**, co-presented on "Primary Care and Home Care: Ingredients for Stronger Integration and Improving Patient Care" with Janet Dalglish, National Director, Business Development and Government Relations, Bayshore HealthCare

What's coming up:
- [72nd Annual Refresher Course for Family Physicians – University of Ottawa](#) (April 19-21) – **OMD CMO Dr. Chandi Chandrasena** will discuss "Managing Expectations from the Physician and Patient Perspective: Using Technology to Benefit Everyone", and will also co-present with OMD Advisor **Katie Peter** on "How to Choose Technology to Find Some Time in Your Day."
- [30th Annual Rural and Remote Medicine Course](#) (April 20-22) – OMD Peer Leader **Dr. Noah Ivers** and OMD Manager, Practice Engagement **Reza Talebi** are presenting on "Quality Improvement Projects: You Don't Have to Do Them Alone!"
- [Canadian Women in Medicine (CWIM) 2023 in Montreal](#) (May 19-21st) – **Dr. Chandrasena** is returning as the conference emcee and moderator for its 6th year.

OMD also presents regularly at events hosted by Ontario Health Teams on topics of interest to their area. Tell us which topic you would like to learn about by emailing omd.events@ontariomd.com and we'll be there!

Digital Health Tools

Updated Diabetes Outpatient Care Flow Sheet
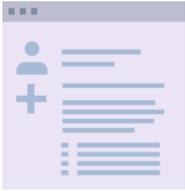
The Canadian Cardiovascular Harmonized National Guidelines Endeavour (C-CHANGE), a nationally endorsed guideline process that targets primary health care practitioners, has produced an updated Diabetes Outpatient Care Flow Sheet for clinicians in collaboration with Diabetes Canada. This flow sheet aligns with leading practices and includes the existing billing incentive for primary care. The information on the flow sheet is all evidence-based and published in the clinical practice guidelines from Diabetes Canada and C-CHANGE.

The updated flow sheet is currently integrated with Accuro® EMR. If you use another certified EMR, please ask your EMR vendor about accessing this updated version.

Read a detailed overview of the updates and download the Diabetes Outpatient Care Flow Sheet.

Tools Now in More Languages—Clinically Appropriate Use of Virtual Care Guidance for Primary Care

Ontario Health, together with a primary care expert panel, recently released the *'Clinically Appropriate Use of Virtual Care Guidance for Primary Care,'* along with supporting tools for patients and clinicians.

These tools (listed below) are now available for download in an **expanded range of languages**, including French, Arabic, Bengali, Chinese (Simplified and Traditional), Greek, Gujarati, Pashto, Persian, Slovak, Spanish, Tagalog and Urdu.

- Learning about Virtual Care Options for Patients—customizable format for clinicians to share with patients
- Checklist for Use of Virtual Care for Patients—customizable format for clinicians to share with patients
- Virtual Care Guidance Statements Checklist for Clinicians—standard format to support clinicians

The guidance and supporting tools can be accessed at Ontariohealth.ca/virtualcareguidance. French versions are available at Ontariohealth.ca/fr/guidesoinsvirtuels. For questions, please contact PCP.Guidance@ontariohealth.ca.

Did You Know?

OMD Educates: Digital Health Conference 2023 – Early Bird Registration Now Open!

OMD is pleased to announce our return to in-person events with our award-winning OMD Educates: Digital Health Conference in Toronto at the Beanfield Centre on **Thursday, September 28, 2023**. Secure the best registration rate and **save over 15%** on early bird registration today!

REGISTER NOW (early bird registration deadline: June 9, 2023)

This is a great opportunity for clinicians to learn more about innovative digital health tools and how to use them to enhance patient care and realize value for your practice.

What you can expect:

- Thought-provoking keynote address
- A variety of educational sessions (CME-accredited) to suit your interests and skill level
- Expert speakers on health care technology

- EMR training workshops led by clinician Peer Leaders who use the same EMR as you
- Quality Improvement Personalized Coaching Session
- A Vendor Showcase with innovative products to benefit your practice!

For questions, please contact omd.events@ontariomd.com.

Happy Doctors' Day, from OMD

May 1, 2023 marks the 12th annual Doctors' Day celebrated province wide. The provincial government recognized this day as the official day of appreciation for Ontario's doctors. The date was chosen to coincide with the birthday of Canada's first female physician, Dr. Emily Stowe. With physician burnout and the frustrations with technology at an all-time high, appreciating Ontario's doctors has never been more important.

Let's take this time to reflect on the important role that doctors play in our lives and our health care system. **Thank you for all that you do!** Keep an eye on our socials for OMD's recognition of Ontario's physicians!

Privacy and Security Training and Resources

It's always important to review best practices for protecting the privacy of your patient and personal data.

Take our Privacy & Security Training Modules (CME-accredited) to refresh your knowledge. If you have any questions about cybersecurity, contact us for advice.

Become a Family Medicine Billing Expert

Join the OMA for the **Billing for Family Doctors Hybrid Seminar**. Topics will include PSA-related billing changes, virtual care codes, comprehensive care obligations, preventive care bonuses, and more. The in-person seminar will be held in **Ottawa** on **Tuesday, May 9** from 5:45-8:45 pm. Clinicians may also access the webinar virtually via Zoom. Register now for the billing seminar.

Refreshed Indigenous Relationship and Cultural Awareness Courses

Providing care that acknowledges, respects and incorporates cultural and language considerations is an essential part of person-centred care.

Ontario Health's Indigenous Relationship and Cultural Awareness courses have undergone a major refresh and now feature a more interactive look and feel. These free courses have been certified by the College of Family Physicians of Canada.

Register today and earn up to 19.5 Mainpro+ credits.

REMINDER—Evaluation Survey: Clinically Appropriate Use of Virtual Care Guidance for Primary Care

Share your feedback with Ontario Health about their virtual care guidance for primary care materials. Submissions are anonymous and should take less than 10 minutes to complete.

Want Help with Your CPSO QI Project? Register Today—Spots Still Available!

Sign up for the Essentials for Practice Improvement course offered by the University of Ottawa Faculty of Medicine and the Office of Continuing Professional Development, in partnership with OMD. The courses are highly recommended for physicians working on a CPSO quality improvement plan or if you would like to advance your Quality Improvement (QI) skills.

This course is back with four cohorts in 2023. Visit the website for the full listing. Spaces are limited—register today to secure your spot!

Leverage Our Expertise to Meet Your OHT's Digital Health Needs

OMD is involved with Ontario Health Teams (OHTs) in every area of Ontario. We understand each region's unique needs. We can help your OHT with:

- Training and education
- Clinician adoption of digital health tools
- Funding proposals to implement new digital health tools
- Improvement projects and population health management

Contact us at support@ontariomd.com to assist you to achieve your OHT's goals.

Need Help With Your EMR?
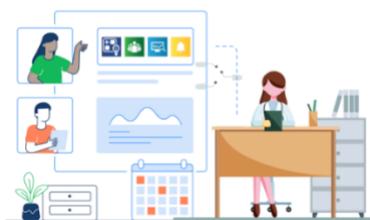
If you need help with your EMR, or any digital health tool, OMD Advisors are available to assist you! **We can help you customize your EMR to improve your clinic's efficiency.**

We are experts in all OMD-certified EMRs! Through our **EMR Lab**, we can access most of them to develop tools and suggest helpful workflow improvements. We also offer **EMR Communities of Practice** (CoPs) that bring users and vendors together to leverage their collective wisdom to improve the use of EMRs and digital health tools. Find out more about OMD EMR Communities of Practice and join the CoP for your EMR!

We can connect your EMR to drug information, eConsult, eForms, hospital reports, and lab results. Our OMD Advisory Service can also help you with your improvement projects. Contact support@ontariomd.com and help will soon be on the way!

Important Reminders

Are You Moving? HRM Needs to Know Where You Are!

Just like the post office, HRM needs to know where to deliver your reports. Moving? Switching Internet providers? Changing your Internet plan? Choosing a new EMR? These scenarios could potentially mean a change to your IP delivery address, disrupting your HRM feed and stopping your reports from sending sites. HRM only delivers to locations it trusts, so **don't forget to notify OMD** at support@ontariomd.com when making a change. We need a **minimum of 7 business days** from the time we receive your complete request with a valid IP address to ensure you don't experience any service interruptions.

Quick Poll

In honour of Doctors' Day, how could OMD better support you and your staff in your use of health technology?