December 2023

From the CMO's Desk

Tech the Halls: A Holiday Message

As we begin to gear up (or wind down) for the holiday season, let's take a moment to reflect on our achievements. It's been another successful year of advancing digital health tools that add value for patients in primary care, integrate with EMRs and facilitate clinician workflows.

Thanks to your feedback throughout the year! We continue to make great strides in reducing your administrative burden. Most notably, we tackled the challenges associated with the reports arriving from hospitals to EMRs through HRM® and made recommendations on how to resolve the issues.

We look forward to decreasing the administrative burden with the launch of new and exciting products and services in the new year and continuously improving your experience with technology! As always, don't hesitate to contact us for help with your EMR or digital needs.

Wishing you and yours a restful holiday season!

Tip from a Peer Leader

Using a scribe to stay on top of charting

This month's tip comes from Dr. John Crosby, OMD Physician Peer Leader. Read his post on our blog to learn how one doctor discovered a method to help him stay afloat in a sea of paperwork.

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

Advice from the General Counsel and CPO

As you prepare for a well-deserved holiday break, OntarioMD reminds you to remain vigilant when using the internet during this busy time of year. Please exercise caution in choosing which websites to visit to ensure they are secure and protect the privacy of your personal or confidential information.

OntarioMD has compiled some tips to help you better protect your data. While we may be tempted to overlook these steps when faced with multiple priorities, we encourage you to review them. Privacy and security training still remains one of the best defences against a privacy breach.

If you missed our new resource on phishing, smishing and vishing, please download it and share it with your colleagues.

For additional information on how to extend the same vigilance to patient security, please take a moment to review our recent OMD Educates webinar:

OMD Educates: Mastering EMR Governance Ensuring Patient Data Security and Streamlined Operations (Nov. 15) – General Counsel and CPO Ariane Siegel, and Practice Enhancement Consultant, Katie Peter, presented a legal, compliance and operational perspective on managing EMRs. Watch the recording.

HRM Task Force Updates

Recommendation Recap and Next Steps

In our last two issues, we summarized the HRM Task Force recommendations for hospitals and for EMR usability. If you have not yet had a chance to review the recommendations, please visit the HRM Task Force page to read the documents or access the recommendation summaries.

OntarioMD is moving closer to confirming a few hospitals to trial the implementation of the recommendations for sending facilities and confirming the participation of several clinics receiving reports from those hospitals.

OMD Digital Health Advocacy and Education

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

Recent media and events:

- **Driving the Future of Digital Health 2023** (Nov. 7) **–** Panel discussion on *Bridging the Trust Divide in Healthcare***.** The panel starts at the 43-minute mark of the video.

- **Lanark, Leeds & Grenville OHT Primary Care Provider Summit** (Nov. 13) – The OMD booth was a hit with attendees.

- **Canada Health Infoway Partnership Conference** (Nov. 13-15) – OMD sponsored the Welcome Reception on November 13, during which Chief Executive Officer (CEO) Robert Fox addressed the audience. OMD also engaged attendees at its booth.

- **Indigenous Primary Health Care Conference** (Nov. 21) – OMD had a booth for attendees to sign up for provincial digital health tools and receive tips on how to better use EMRs.

- **University of Ottawa Faculty of Medicine 2023 National Skills Day for Family Physicians** (Nov. 24) – OMD engaged with attendees at its booth.

- **OMA District 6 Webinar: Future of Health(Care): Future Proofing Physicians** (Nov. 28) – CMO Dr. Chandi Chandrasena presented on *"Bringing AI into the Community"* after Keynotes by Dr. Zayna Khayat and Dr. Constantin Blaum.

- **[Digital Health Canada Industry Showcase](#)** (Dec. 5) — Chief Technology Officer, Andrew King, and Chief of Strategy, Growth & Stakeholder Relations, Chris Sulway, delivered a presentation on *"Optimizing physician practice with technology"*, with an overview of upcoming OMD initiatives for primary care as well as AI in the community.

- **[OMD Educates: Primary Care - Secure Messaging 101](#)** (Dec. 6) – In a presentation moderated by CMO Dr. Chandi Chandrasena, OMD Peer Leaders Dr. Anish Mody and Dr. Kevin Samson discussed what has worked in their practices and how to best choose, introduce and set rules in patient secure messaging platforms. The first in a series on secure messaging, the webinar reviewed how tools that facilitate Secure Provider to Patient Messaging can reduce clinician burden to meet practice needs.

- [OCFP Practising Well Community of Practice](#) (Dec. 13) – CMO Dr. Chandi Chandrasena joined a panel on *"Improving burnout with time management"*.

What's coming up:

- [The 19th Annual Canadian Undergraduate Conference on Healthcare](#) (Jan. 19-21, 2024) – CEO Robert Fox will participate in a panel to discuss integrating technological advancements within health-care systems. CMO Dr. Chandi Chandrasena will also participate in a panel discussion at the conference.

Still using paper forms? There's a better way!

With [eForms](#), OMD is making form completion easier for you. eForms are digital forms that you can complete from the convenience of your EMR. They are better than other digital forms in EMRs, which when submitted, arrive as faxes to the recipient. With eForms, you no longer need to fax paper or digital forms, only to have them sent back because of being outdated versions or having incomplete information. There are 16 forms available from the Ministry of Transportation, with more on the way!

Dr. Catherine Link uses eForms and says:

"eForms is easy to use. It's much nicer than the paper form since I didn't have to fill out the four pages having nothing to do with my patient. I submitted it, and then printed it and gave it to my patient so he has a copy. I thought the eForm hadn't saved for me but decided to take a chance. And now it is in my inbox! Exciting!"

Make form submission easier for yourself and [request eForms](#) today!

Digital Health Drug Repository (DHDR): A Valuable Item in Your Patient Care Toolkit

It is crucial for clinicians to know about dispensed medications that patients are taking to avoid adverse drug events. [DHDR](#) provides up-to-date information on drugs dispensed to patients, which you can access seamlessly through your EMR. Join the more than 7,000 clinicians who access DHDR. (Please note: DHDR is still not available to TELUS Health EMR users. TELUS Health is still negotiating its agreement with Ontario Health.)

Contact support@ontariomd.com or your local OMD Advisor to connect DHDR to your EMR.

2023 Luminary Award Winners

Congratulations to the following clinicians and clinic staff for their leadership and innovation in adopting and implementing certified EMRs and other digital health tools in these categories:

- **Dr. Payal Agarwal** – Woman Leader in Health Technology
- **Dr. Jocelyn Charles** – Advocacy
- **Dr. Xin Chong** – Woman Leader in Health Technology
- **Dr. John Crosby** – Patient Engagement
- **Dr. Lee Donohue** – Woman Leader in Health Technology

- **Ms. Attiya Fazal** – Technology & Compassion
- **Dr. Keith Thompson** – Technology & Compassion
- **Dr. Brendan Trickey** – Mentorship

We'll highlight their stories in future issues and let you know when nominations for the 2024 Luminary Awards are open.

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?

Your EMR should be a **benefit, not a burden** to clinicians. If you need help, our OMD Advisory Service can assist you! **We can help you use your EMR better to save you time and frustration.**

We are experts in all OMD-certified EMRs! Through our **EMR Lab**, we can 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.

If you prefer to talk to a peer, our Peer Leaders can also help you. Contact support@ontariomd.com and help will soon be on the way!

We can help you protect your patient data through our **FREE** CME-accredited online Privacy & Security training.

Important Reminders

Changing EMRs or Practices, Moving Your Practice? OMD Needs to Know!

All EMR Users
Please notify OMD at support@ontariomd.com when switching to another EMR, moving offices or joining a different clinic. We also need to know if you have changed your email address or phone number.

HRM Users
If you are moving, switching internet providers, changing your internet plan, or switching EMRs, your IP address may be changing and OMD needs to know! We need to update our records to make sure your EMR continues

to receive patient reports through HRM. Please notify OMD at support@ontariomd.com **at least 7 business days** in advance of the change with a *complete* change request and a *valid* IP address to ensure you do not experience any service interruptions.

Partner News

Champlain Community of Family Practices (CCoFP)

CCoFP, a group of family doctors in the Champlain region, supports local practitioners and advocates for their interests at regional and provincial planning tables to address health-care system issues in the area. The group is supported by the University of Ottawa Department of Family Medicine and the Ontario Medical Association District 8. Learn more about connecting with CCoFP members.

Ensuring a Successful Transition to eReferral

eReferral adoption is rapidly increasing across Ontario. The Ontario eServices Program team is onboarding clinicians as quickly as possible. The transition to eReferral is a process and not everyone can be onboarded at once. It's important that **Specialists** (receiving sites) **continue to accept faxed referrals until all clinicians are successfully using the eReferral platform**.

The Ontario eServices Program team appreciates the enthusiasm to transition to eReferral, however it's imperative that all clinicians continue to refer patients to the appropriate destination throughout this transition. If you have questions about eReferral, please email eReferral@ehealthce.ca.