June 2023

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

From the CMO's Desk: An Enthusiastic Lead-Up to OMD's Digital Health Conference

Thank you to the many who submitted abstracts for our upcoming OMD Educates: Digital Health Conference on Thursday, September 28, 2023 at the Beanfield Centre in Toronto.

I was thrilled by the response and have already learned some new takeaways by reading the abstracts! I'm inspired by the enthusiasm and passion in these submissions to present innovations and solutions that have helped improve clinical practice.

I'm also excited to roll out the conference program to you in the weeks ahead. Stay tuned!

I highly recommend, if you haven't done so already, to register for the conference today. It's a full day of CME credits that includes quality improvement coaching, access to OMD Peer Leaders, sessions on the latest digital health tools, many tips to help you, and everyone's favourite—the Billing Session presented by the OMA! Register for the OMD Digital Health Conference.

If you want to get in front of hundreds of clinicians and health care stakeholders, we have plenty of opportunities for you to sponsor the conference or get involved in the highly anticipated Vendor Showcase (including special rates for start ups!). This conference is all about bringing the vibrant digital health community together. View the Sponsorship and Exhibitor Opportunities to learn more.

Questions? Email us at omd.events@ontariomd.com. Can't wait to see you there!

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

This month's tip comes from Dr. Keith Thompson, OMD Family Physician Peer Leader in London, Ontario. Watch the video in which he shows you how to use the Templates feature in Avaros EMR to write notes and simplify your workflow. Learn how to create templates of commonly used text, and easily insert them into encounter notes.

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

Register for the Next OMD Educates Webinar – June 14

Understanding the role of the "Health Information Custodian" - A practical perspective
Wednesday, June 14 from 12 – 1 pm

This interactive session, presented by OMD's **Ariane Siegel, General Counsel and Chief Privacy Officer**, will help users understand the role of the Health Information Custodian (HIC) and the associated legal/privacy obligations. Learn about transferring records from one HIC to another, the proper use of technology, and how to identify the HIC in complex practice dynamics. Moderated by **Dr. Chandi Chandrasena, OMD CMO**, who wonders "What the Heck is a HIC?"

There will be a Q&A session at the end. **Registration is complimentary.**

OMD Digital Health Advocacy

OMD is your advocate to ensure digital tools meet your practice and patient care needs. We leverage our experience of engaging with clinicians, and communicate their realities and needs to stakeholders across the health care system.

What's Coming Up:

- [Essentials for Practice Improvement for Ontario Physicians](#) – University of Ottawa (June 23) – **Dr. Chandi Chandrasena** is moderating this session, which is part of the third of four cohorts offered for this course to advance your QI skills. **There's still time to [register for the fall sessions!](#)**

Does your local network or Ontario Health Team want to understand more about using digital health? OMD can talk to your group about topics of interest to your area. Email us at omd.events@ontariomd.com and we'll be there!

HRM Task Force Updates

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 the pain points of HRM.

The Task Force has concluded after one year and recommendations are pending.

As mentioned previously, the Task Force has supported the creation of four key documents: **Current State Assessment, Sending Facility Service Standards, EMR Usability Recommendations** and a **proposed Execution Plan**. Updates will be available on our [HRM Experience Improvement Task Force page](#).

Digital Health Tools

EMR Searches for Biosimilars

OMD has developed new EMR queries for Accuro® EMR, OSCAR Pro, and TELUS PSS for you to identify patients who have been prescribed products affected by the Ministry's new biosimilars policy.

Easily download, import and run these queries to produce a report and check whether these patients have one or more biologics that are currently covered by the Ontario Drug Benefit (ODB) program. To check this, for those connected to the provincial Digital Health Drug Repository, you can access the DHDR from an EMR. Alternatively, you can manually cross-check the patient list generated by the query with DHDR via the Connecting Ontario portal. [Learn more and access the EMR queries](#).

Reminder: Updated Diabetes Outpatient Care Flow Sheet

In case you missed it, the [Canadian Cardiovascular Harmonized National Guidelines Endeavour](#) (C-CHANGE), updated the [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 is evidence-based and published in the clinical practice guidelines from Diabetes Canada and C-CHANGE. It is currently integrated with Accuro® EMR. If you use another certified EMR, please ask your EMR vendor about accessing the updated flow sheet.

[Read a detailed overview of the updates and download the Diabetes Outpatient Care Flow Sheet.](#)

Did You Know?

Reminder: New Privacy & Security Training for the Health Care Sector Now Live!

[Take the new Privacy & Security Training Module for the Health Care Sector](#) available 24/7 in English and French! OMD worked with Ontario Regional Security Operations Centres (RSOCs) and Ontario Health Teams to refresh all the content with up-to-date information on privacy and security obligations and practices. The new module includes original cybersecurity content and scenarios informed by real-world clinician experiences. It's designed to be relevant to **all clinicians working anywhere in the Ontario health care sector** and should be taken annually to fulfill annual training requirements, keep up with the latest leading practices, and stay informed about contemporary cyberthreats.

This training is certified by the College of Family Physicians of Canada's Ontario Chapter for 2 Continuing Medical Education Mainpro+ credits. Specialists can claim credit(s) under the Royal College Maintenance of Certification Program as a Section 2: Personal Learning Project for 2 credits/hour.

Luminary Awards – Accepting Nominations Starting June 13!

Are you a digital health champion or know a clinician or clinic staff member who is? Nominations will be open for the [2023 Luminary Awards](#) beginning June 13. You can nominate yourself, your staff, or your colleagues. **New this year** – 5 award categories! Winners will be honoured at our annual [Digital Health Conference](#) and will receive an award plaque to recognize their exceptional work.

Decreasing the Primary Care Burden through Visibility and Credibility for the Front Lines of Health Information

The safe and effective capture, management, and dissemination of health information has never been more important. Ensure you and your staff are equipped to manage the sensitivities and opportunities while addressing administrative burdens felt today.

The Health Information-Certified Associate (HICA) designation from the Canadian College of Health Information Management was designed to support and elevate professionals at the front end of this information lifecycle. Medical receptionists, assistants and secretaries in primary care, and those in admitting, registration and other clerical roles in acute care are eligible to become members of this professional college and association and achieve the HICA designation.

[Learn more about the HICA designation](#).

Join Ontario's Funded eReferral Program

Have you heard of the [Ontario eServices Program](#) to start eReferring for your patients? It's simple to get access. Complete [this form](#) and a local deployment team will contact you directly to answer questions, assist with onboarding, including integrating to your EMR, and provide training to you and your administrative staff. This is at no cost to you.

Breaking Bad: Strategies and Tips to Decrease Nicotine Use

Smoking can cause serious health issues and is the leading cause of death among substance use disorders. Join the Ontario College of Family Physicians' (OCFP) upcoming session as we discuss managing patients who smoke, share helpful tips on motivational interviewing and provide an overview of treatment options to support patients.

Breaking bad: Strategies and tips to decrease nicotine use, June 28, 8-9am | Register now

Want Help with Your CPSO QI Project? Still Accepting Registrations!

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 if you are working on a CPSO Quality Improvement (QI) Plan or if you would like to advance your QI skills.

This course offers four cohorts in 2023. Spaces are limited—register today to secure your spot!

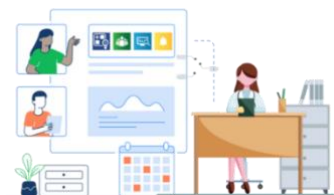**Leverage Our Expertise to Meet Your OHT's Digital Health Needs**

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 here 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.