May 2023

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

From the CMO's Desk: Recognizing Family Doctors and Physician Wellbeing

Happy belated **National Physicians' Day** (May 1) and happy **World Family Doctor Day** on May 19!

On these days and every day, we honour the critical role of family doctors and specialists in our health care system. We also acknowledge the important contributions and advancements in family medicine. A strong primary care is the foundation of a strong health system.

Your tireless efforts to provide exceptional patient care are not without its stressors. The increasing burden of administrative tasks such as documentation, billing, and other paperwork negatively impacts physicians' health and well-being.

How can we use technology to find joy in our work? How do we advocate to reduce the administrative load? How can we help doctors be doctors? These are the running themes in many upcoming talks, and I encourage you to attend these amazing conferences. See the OMD Digital Health Advocacy section for details on where OMD will be in the coming weeks.

As always, please contact support@ontariomd.com for help with your EMR and other digital health solutions to make your workload easier—we're here to help!

Tip from a Peer Leader: Using the eConsult 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 eConsult feature in Avaros EMR to access specialist advice. Learn how to launch eConsult, search for specialists, fill in information like medications, upload patient documents, and submit the consult.

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

HRM Task Force Updates

OMD heard your concerns about HRM report delivery issues (i.e., too many reports, faxes still coming in, 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 supported the creation of the soon-to-be published reports: **Current State Assessment, Sending Facility Service Standards, EMR Usability Recommendations** and a **proposed Execution Plan**. Once approved by Task Force members, you can read these reports on our HRM Experience Improvement Task Force page.

We continue to engage with key stakeholders to highlight the progress of the Task Force and to advocate for adoption of the final recommendations. This month, we will meet with the Chief Medical Information Officer of the Ontario Collaborative (CMIO-ON).

OMD Digital Health Advocacy

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

What's coming up:
- **CHIEF Executive Forum Spring Symposium** (May 31) – **Dr. Chandrasena** joins Nancy MacCready-Williams, CEO, Doctors of Nova Scotia, and Dr. Tania Tajirian, CMIO and Chief of Hospital Medicine, CAMH, for a Burnout and Change Management Panel, talking about administrative burden.
- **Beyond Burnout: Addressing Physician Health and System Issues** – **OMA Physician Health Program** (June 7) – OMD's **Melissa Bastin, Olivera Bosnic, Dr. Chandrasena**, and **Katie Peter** will speak on "Using your EMR to Find Time in Your Day."
- Visit OMD at our booth to ask your questions about EMRs and digital health:
  - **Northwestern Ontario Regional Limb Preservation and Wound Conference** (June 2-4)
  - **Primary Health Care Conference – Alliance for Healthier Communities** (June 7-8)

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!

OntarioMD at e-Health 2023!

OMD is excited to be back in person at the e-Health Conference and Trade Show 2023 from May 28-30 at the Beanfield Centre in Toronto. Visit our booth (69 and 70) where you can meet our product experts and advisors.

You can also attend our presentations:

May 29:
- **2:30-3 pm: Shields Up! Engaging Community Providers in Cybersecurity Governance** – Learn about cybersecurity that responds to primary care's unique needs.

May 30:
- **12:30-1:30 pm: OMD Symposium: Using AI to Transform Physician Practice** – Discover current AI tools such as AI medical scribes, AI models to predict diseases and give decision support, chatbots, and more.
- **3-3:30 pm: Keeping Patients Out of the Hospital: eNotifications' Potential Role** – Understand eNotifications' effect on follow-up post-discharge to prevent re-admission, and further exploration.
- **3-3:30 pm: The Art of Practicing Medicine: Rekindling Physicians' Passion** – Gain insight into how the art of practicing medicine needs to become more human-oriented and ensure technology enhances, rather than hinders, the art.
- **3:30-4 pm: Positive Disruption: A New EMR Model for Health Care** – Learn how Ontario is engaging stakeholders in a potential shared services model to benefit physicians, vendors and the health system.

Digital Health Tools

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 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.](#)

Did You Know?

Get Involved in OMD's Digital Health Conference 2023 – Key Dates and Deadlines

OMD returns to in-person events with our award-winning [OMD Educates: Digital Health Conference](#) in Toronto at the Beanfield Centre on **Thursday, September 28, 2023**. Check out the ways you can get involved this year.

I.   Register to Attend at the Early Bird Rate

Save over 15% on [early bird registration](#) today! **(Deadline is June 9.)**

The conference is a great opportunity to get tips on reducing your administrative burden, learn about new tools, and how to use them to enhance patient care and realize value for your practice.

What you can expect:
- Thought-provoking keynote address
- CME-accredited educational sessions to suit your interests and skill level
- Expert speakers on health care technology
- Vendor Showcase with innovative products to benefit your practice

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

> **New this year! Learn from OMD's EMR experts**. Spend time in Peer Leader and Quality Improvement sessions tailored to your specific needs. Expert EMR users will teach you how to optimize your EMR use, streamline workflow and leverage data to create and improve a Practice Improvement Plan. Session availability is limited—[register for the conference today](#) to reserve your spot!

II.   Present at the Conference - Call for Abstracts (Deadline May 30)

Are you using your EMR or a digital health innovation in a way that has benefitted your patients and your practice? Share it with the health care community! Submit an abstract to present at the OMD Digital Health Conference!

Your topic must align with this year's conference theme—***I can do that using digital health: realizing value for clinicians and patients***—under one of these 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!](#)

III. Become a Sponsor/Exhibitor (Coming Soon)

OMD Educates: Digital Health Conference 2023 is where the digital health community will come together on Sept. 28 at the Beanfield Centre in Toronto. Does your organization work in, or support, health care technology, and is looking to get in front of hundreds of clinicians and practice staff? Become a sponsor of our award-winning conference! There are plenty of opportunities available, including sponsored sessions, marketing opportunities (attendee bag inserts, social media call outs, promotion in this newsletter, etc.) and the popular Vendor Showcase. Stay tuned for further details!

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 – Get Your Nominations Ready!

Are you a digital health champion or know a clinician or clinic staff member who is? Nominations will soon be open for the 2023 Luminary Awards. You can nominate yourself, your staff, or your colleagues. Winners will be honoured at our annual Digital Health & Virtual Care Conference and will receive an award plaque to recognize their exceptional work towards patients and practices.

EMR Communities of Practice: First TELUS Collaborative Health Record (CHR) Meeting

Do you wish you could discuss your EMR with other physicians who also use it and get useful and time-saving tips? Join us for the first OMD TELUS CHR EMR Community of Practice (CoP) meeting on **May 31 from 2-3 pm EST**! We will discuss new updates and feature enhancement requests with TELUS Health. Find out how to sign up for digital health tools and register for the OMD Digital Health Conference. Fill in the Membership Sign-Up Form and we'll send you the invitation to join. If you can't make it, watch the recording later.

Interested in joining the CoP for your EMR? Learn more and sign up to be a member today!

Navigating Stressful Interactions with Patients and Other Providers
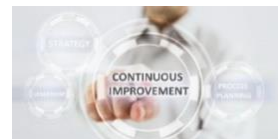
Challenging conversations in the workplace can leave you feeling isolated and burned out. Join the Ontario College of Family Physicians' (OCFP) upcoming session as we share personal experiences with navigating stressful interactions, provide insights into what was learned, and share tips for managing these situations.

Navigating Stressful Interactions with Patients and Other Providers, May 24, 8 – 9 am | 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.

Quick Poll

What speakers or discussion topics would you like to see at a future OMD Digital Health Conference?