Abstract Submission Form 2018   #79

Salutation: *	Dr.
First Name: *	Ryan
Last Name: *	Doherty
Clinic/Company: *	iamsick.ca
Role: *	President
Phone Number *	
Email Address: *	

Type: *	Concurrent Session

Salutation: *	Dr.
First Name: *	Ryan
Last Name: *	Doherty
Role: *	President
How long have you been using an EMR? *	Four Years

Salutation:	
First Name:	
Last Name:	
Role:	
How long have you been using an EMR?	

Salutation:	
First Name:	
Last Name:	
Role:	
How long have you been using an EMR?	

Has this session been accredited by the College of Family Physicians (CFPC)? *	No
Who is your target audience? *	New EMR Users Intermediate EMR Users Advanced EMR Users
Abstract Title: *	How ebooking & patient engagement digital health tools can help your practice
Learning Objectives: *	Benefits of ebooking for healthcare providers & patients – focusing on your practice
	Benefits of ebooking for healthcare providers & patients – focusing on healthcare system navigation
	Addressing myths & concerns related to ebooking

Abstract: *

According to the Canada Health Infoway, 90% of Canadians would prefer to book their health appointments online. However, adoption of ebooking services in healthcare remains nascent in Canada.

We live in a digital age where smartphones & computers are valuable tools that connect individuals to a wealth of information & services at the click of a button. You can leverage these tools to easily offer your patients a seamless eBooking experience that will engage and empower them to take ownership of their care. More importantly, it can simplify the process through which patients can plan and coordinate their access to healthcare services. And, it can be accomplished in a way that accounts for your practice rules, booking processes, and addresses any concerns you may have.

Along with empowering patients, there is also a significant financial savings that can be

achieved. Two-way direct integration between an eBooking service with your EMR can ensure a seamless experience for both your patients and your staff. Calls that your clinic receive for appointment bookings, rescheduling, cancellations, appointment reminders, and appointment confirmations can be reduced by using a solution that digitally manages these processes. Solutions that leverage user experience design can reduce no shows by letting patients decide how they want to be reminded (ie. email, SMS, or voice calls) and automatically reminding them in a way that your staff will see confirmed appointment statuses visible in the EMR. This reduces no shows, as well as the amount of time your staff spend on the phone managing appointments. Your staff could then spend more of their time on other clinic activities.

As per Canada Health Infoway, eBooking can lead to an 80% reduction in appointment set-up time. And, the efficiencies it offers combined with the reduction of no-shows equates to a savings of approximately $880 per physician per month in losses.

These benefits are not fully realized if a clinic offers appointment requests, because processes are not fully automated. Also, implementing a simple email form on a website for appointment requests can put patient information at risk if the website is insecure and the content of the email is sent without encryption. EMR-integrated ebooking solutions resolve these concerns and associated liabilities.

The future of eBooking solutions will also better coordinate access to care along the entire patient journey. This even include features that support continuity of care by having a design that discourages walk-in clinic use by rostered patients, and the booking of meet & greet appointments for rostering of new patients.

This session will give examples and describe the importance of leveraging digital health tools, such as eBooking, to empower patients, reduce operational inefficiencies, save you money, and support a stronger healthcare system.

How did you hear about the Call for Abstracts * OntarioMD Website

Please Specify *

Who referred you? *