HRM®-COVaxON Update
(All information is accurate as of July 22, 2021)

OntarioMD (OMD) is committed to keeping you informed about changes to the delivery of COVID-19 vaccination reports via HRM. Since May 18, 2021, HRM has been delivering COVID-19 vaccination reports from the provincial COVaxON vaccination management system to the electronic medical record (EMR) systems of primary care providers identified by their patients. As of July 22, HRM is delivering COVID-19 vaccination reports from COVaxON enhanced by Ontario Health with Ministry of Health CAPE (Client Agency Program Enrolment) data that matches patients to primary care providers who practice in a Patient Enrollment Model (PEM). This is useful when the PEM primary care provider was **not** identified when the patient was vaccinated.

Summary of the Latest Update:

- As of July 22, COVaxON is sending COVID-19 vaccination reports via HRM to family physicians and other primary care providers who use HRM and practice in a Patient Enrollment Model (PEM) using Ministry patient enrollment data to match them with their patients. PEMs include Family Health Groups, Family Health Networks, Family Health Organizations, Family Health Teams, Comprehensive Care Models, etc.

- If your patients identified you as their primary care provider when they were vaccinated, you will continue to receive COVID-19 vaccination reports through HRM as you have since May 18 regardless of your practice model.

- If you practice in a PEM, you will see a significant increase in the number of COVID-19 vaccination reports delivered through HRM starting July 22.

- Please see the [table that summarizes the delivery of vaccination reports](#) by source and practice model.

Some EMRs have found ways to reconcile a list of patients extracted from your EMR with the Ontario Health COVaxON Aggregate Primary Care Vaccination Report (eReport) outside your EMR, which identifies the patients of providers in PEMs who have received a COVID-19 vaccine. The eReport is available on the [Ontario Health Portal](#) as of July 15. You will need a ONE® ID to access the report. Please refer to [our toolkits](#) (for users of Accuro® EMR, TELUS PS, and WELL/OSCAR) for help with how to use the toolkits. You can also contact support@ontariomd.com if you have questions.

COVID-19 Vaccination Reports Delivered to EMRs

HRM is currently delivering COVID-19 vaccination reports to EMRs for:

- Patients who have provided the name of their primary care provider (in any practice model) at the time of vaccination (starting May 18).

- Patients are now matched with their primary care providers who practice in Patient Enrollment Models (PEMs) by Ontario Health using the Ministry of Health's CAPE (Client Agency Program Enrolment) data (starting July 22).

COVID-19 Vaccination Reports Not Yet Delivered to EMRs

HRM is currently (as of July 22) not delivering **historical** COVID-19 vaccination reports to EMRs for:

- Patients vaccinated before May 18 (for primary care providers in any practice model).
- Patients who have not identified their primary care provider (in any practice model) during their vaccinations since May 18.

Plan for HRM Delivery of Historical COVID-19 Vaccination Reports

OMD is working with Ontario Health and the Ministry of Health to send all historical reports to all primary care providers' EMRs through HRM.

A large volume of historical reports for the millions of patients who have been vaccinated is anticipated. These reports will be distributed to more than 12,000 HRM users. This may result in a sizeable influx of reports for some primary care providers. OMD has consulted Clinical Advisory Groups on the best approach to catching up on **historical COVID-19 vaccination reports** and is taking action based on their recommendations:

- OMD will provide more information on the Historical Data Load in August 2021.
- **OMD will provide notice to HRM users** before the **historical reports** begin to flow to primary care providers so you can prepare to receive them.
- HRM will deliver historical reports in a series of large batches on pre-determined days over a period of a few weeks versus a one-time very large download.

Frequently Asked Questions:

Q1: Is there anything I need to do at this time?
A1: No, no action is required at this time. If you notice any issues with COVID-19 vaccination reports or HRM in general, please contact us at support@ontariomd.com to report issues or request support. You may be asked to provide some details such as report identifiers or report date and time and the name of the clinician who received the report. Please do not send any personal health information (PHI) in an email for any reason.

Q2: How can I get HRM?
A2: If you are a clinician and you use a certified EMR, contact OMD at support@ontariomd.com and ask for access to HRM.

Q3: How do I get access to the ConnectingOntario ClinicalViewer to view the reports if I don't have HRM?
A3: If you are a health information custodian and would like to access the ConnectingOntario ClinicalViewer to view vaccination reports, please contact Ontario Health at servicedesk@ehealthontario.on.ca. You will need a ONE® ID from Ontario Health to access the viewer, and a browser that meets the requirements for access. Ontario Health will review additional requirements to you.

Q4: How is the patient matched to a provider for the COVID-19 vaccination reports through HRM?
A4: Some primary care provider names were recorded when patients received their vaccinations. Where the primary care provider was not recorded during the vaccination, the patient-to-provider matching is done using enrollment data from the Ministry of Health's CAPE (Client Agency Program Enrolment) database. CAPE data matches patients to their primary care provider if they practice in a Patient Enrollment Model (PEM) such as a Family Health Group, Family Health Network, Family Health Organization, Family Health Team, or Comprehensive Care Model.

Q5: What does a COVaxON vaccination report through HRM look like?
A5: COVaxON vaccination reports will appear in your EMR in the same manner as medical record reports appear now from HRM.

Example:

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The following patient received a COVID-19 vaccine at test

Name/Nom: PTOne  PTLastOne
Health Card Number/Numéro de la carte Santé: 1112223405
Date of Birth/Date de naissance: 1911-05-01
Gender: female

Product Name/Nom du produit: PFIZER-BIONTECH COVID-19 VACCINE mRNA
Lot/Lot: 2387
Dose/Dose: 1 of 2
Site/Site: Left deltoid / deltoïde gauche
Date/Date: 2021-01-25
Vaccine Administered By/Vaccin Administré par: RNPOne RNPLastOne, license #: 3000001
The patient had an immediate reaction to the vaccine: No
Comments: Happy Birthday

COVID-19 IMMUNIZATION EVENT: You are receiving this notification based on enrollment data from Ministry of Health or you were
identified as the primary care provider by the patient at the Immunization clinic.  If you are not the Primary Care Provider for
this patient, please ignore and delete this notification. ÉVÉNEMENT DE VACCINATION CONTRE LA COVID-19 : Vous recevez ce message car
vos données d'inscription figurent dans les fichiers du ministère de la Santé ou parce que vous avez été désigné comme fournisseur
de soins primaires par le patient à la clinique de vaccination. Si vous n'êtes pas le fournisseur de soins primaires de ce patient,
veuillez ignorer et supprimer ce message.
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Q6: Have there been any changes to the content of the vaccination reports as of July 22?
A6: As of July 22, the content of the vaccination report will include vaccination details in both English and French. Please see the example in the answer to the preceding question.

Please note that other content in the reports will remain the same:
- The SF ID (Sending Facility ID) is still P100

- The report category is Class 'Medical Records Report' with the sub-class '96874-3-COVID19 Immunization note'

Q7: How do I handle the historical COVID-19 vaccination reports in my EMR?
A7: Ontario Health, the Ministry of Health and OMD are working on an approach to deliver historical COVID-19 vaccination reports through HRM and will share updates when they are available.

Q8: What do I do if I received a COVID-19 vaccination report for a patient who isn't mine?
A8: Please follow your privacy policies. You may also contact COVaxON Application's privacy contact at OH-DS_servicedesk@ontariohealth.ca.

Q9: Will the HRM reports since May 18 with missing information be updated or replaced with new reports?
A9: No, if you received COVID-19 vaccination reports with missing information (e.g., missing vaccine product type and missing lot number) from COVaxON via HRM, these reports will not be replaced with new reports.

Q10: Will the vaccination report data be in English only?
A10: As of July 22, the content of the report will contain details in English and French. For some information in the body of the report (e.g., gender), Ontario Health will add the French translation after July 22.

Q11: Where health card number is not provided at time of vaccination, are vaccination reports sent to the primary care provider?
A11: No, if the health card number is not provided at time of vaccine administration, then a vaccination report is not sent to the primary care provider via HRM.

Q12: How can I get COVID-19 vaccination reports for patients who were vaccinated outside Ontario?
A12: If your patient was vaccinated outside Ontario, they are to notify their local Public Health Unit (PHU) of the vaccination details to be entered into the COVaxON system. Please note, that if the PHU back-dates the details to the time of the vaccination, the report will not be delivered to you via HRM in real time. Each PHU may take a different approach to entering information into COVaxON for patients vaccinated outside Ontario. This report will be captured in the historical reports that will be sent via HRM. The plan is for these to be delivered by end of the summer 2021. In the meantime, physicians who practice in a Patient Enrollment Model (PEM) can download the COVaxON Aggregate Vaccination Report from the Ontario Health portal. These are updated monthly and will appear there.

Q13: Why can't I receive a list of my unvaccinated patients like I receive for patients who need preventive screening and avoid the extra work to reconcile reports with my EMR data?
A13: Although the Ministry of Health's preventive screening reports give primary care providers a list of patients who need preventive screening, this information is provided due to legislation that enables Ontario Health-Cancer Care Ontario to provide the information. This is not the case for vaccinated or unvaccinated patients.

For vaccination lists, the Ministry has stated that it is not comfortable sending a list of unvaccinated patients as it does not comply with the Personal Health Information Protection Act (PHIPA). Many patients who have been vaccinated have provided their express consent to share their vaccination data with the COVaxON system and their

primary care provider. However, if patients have not been vaccinated, then consent has not been given and there is no data that can be shared with primary care providers. Many health care organizations have discussed this with the Ministry on many occasions.

Q14: Can I get help to reconcile my EMR data with the data in the Ontario Health COVaxON Aggregate Vaccination Report ("eReport")?
A14: Yes, OMD and Ontario Health have developed toolkits for three certified EMRs. The toolkits work best with Microsoft Excel. If you need more help with how to use the toolkits or use a Mac computer, please contact OMD at support@ontariomd.com.

Q15: Do I have to download the COVaxON Aggregate Primary Care Vaccination Report?
A15: No, you don't have to download the COVaxON Aggregate Primary Care Vaccination Report. It is not mandatory. If you have HRM, you can wait for the reports to come via HRM. Historical reports are expected in August. If you want to know who your unvaccinated patients are right now, then you can download the COVaxON Aggregate Primary Care Vaccination Reports, which provides a list of your patients who have received a COVID-19 vaccine.