

May 2022

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

## From the CMO's Desk: OMD's Latest Advocacy Work



OMD is always working to give clinicians a better user experience. We work closely with the OMA and advocate for integrated EMRs and workflows:

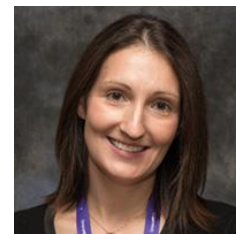
- **Axe the Fax** – OMD is advocating that you can't "axe the fax" without having seamless and integrated solutions. Stopping fax is not a solution if we can't find workflows to decrease the overall administrative burden.
- **Health Report Manager (HRM®) Task Force** – OMD is leading the HRM Task Force to identify pain points for community clinicians using HRM. We are working with all key stakeholders to create a sending facility standard for reports sent from hospitals.
- **OMA Forms Committee** – We know forms are a source of frustration so we're looking at ways to automate and streamline them.
- **SADIE (Special Authorization Digital Information Exchange)** – We're talking to the Ministry of Health to enable you to submit electronic requests from your EMR instead of a portal to the Ontario Drug Benefit Program's Exceptional Access Program, and track Ministry decisions.

I will provide you with regular updates on the progress of this work. In the meantime, if you have any questions, please contact [support@ontariomd.com](mailto:support@ontariomd.com).

## Tip from a Peer Leader: i4C Practice Management Dashboard

In part 2 of our series featuring OMD Peer Leader Dr. Loredana Di Santo, we look at the Insights4Care (i4C) practice management dashboard. This dashboard helps identify active non-rostered patients so you can roster them. Patient rostering helps define your patient population, provides better access to information on each patient, facilitates preventive care, enhances chronic disease management, and strengthens the patient–family physician team relationship.

[Watch her demonstration of the i4C Practice Management Dashboard](#). If you use Accuro® EMR, Cerebrum, PS Suite or YMS EMR, contact OMD at [support@ontariomd.com](mailto:support@ontariomd.com) to request the dashboards. If you're already a user, and would like some tips from the i4C Advisory Service or a Peer Leader, contact [support@ontariomd.com](mailto:support@ontariomd.com) or [peer.leader.program@ontariomd.com](mailto:peer.leader.program@ontariomd.com).





## Digital Health and Virtual Care Tools

### Paxlovid Tools Now Available!



Last month we reported that OMD is working with several partners to consolidate information and tools for prescribing Paxlovid. These tools are now available on our [Paxlovid Tools](#) page. EMR searches for Accuro® EMR, OSCAR Pro and PS Suite help you easily identify patients who are eligible for the drug, and prescription forms are also available for these EMRs. OMD is working on adding searches for the other certified EMRs. If you have any questions about using the tools, please contact [support@ontariomd.com](mailto:support@ontariomd.com) or your EMR vendor.

### HRM Delivering Patient Interaction Notes from Health Connect Ontario

The Ministry of Health and Ontario Health have launched [Health Connect Ontario](#) (HCO), a new service that allows patients to call 811 or chat online with a registered nurse and find the health care services and information they need all in one, easy-to-use website. HRM is contributing to this enhanced provincial service by delivering patient interaction notes (as PDFs) to the family physicians of patients who use HCO as of April 22. This will enhance continuity of care by keeping the family physicians informed of the clinical reason for the call and the nurses' recommendations/triage. If you still don't have HRM, contact OMD at [support@ontariomd.com](mailto:support@ontariomd.com) to request it.



### HRM Report Delivery from UHN and HHS

On June 4, University Health Network (UHN) and Hamilton Health Sciences (HHS) will migrate to Epic. You will see a larger volume of PDF reports from these hospitals after the migration. For more information, please [consult the FAQ](#).

### eForms and Drug Information in Your EMR



Additional certified EMRs are getting ready to offer clinicians access to digitized, common Ontario Ministry of Transportation (MTO) forms and to information on publicly funded drugs and pharmacy services, monitored drugs, and COVID-19 vaccination information. YES and YMS EMR users can contact [support@ontariomd.com](mailto:support@ontariomd.com) or your local OMD representative to request access to both services. Users of EMR Advantage and OSCAR Pro can expect access soon!

## Did You Know?

### OMD Educates: Privacy & Security Best Practices



Join us for our next webinar on **May 26 from 12:00 to 1:00 pm** featuring General Counsel and Chief Privacy Officer Ariane Siegel. Ariane will provide an overview of up-to-date privacy and cybersecurity best practices. [Register today!](#)





Missed the last webinar on Demystifying Coding? You can [watch the recording](#) of Dr. Pepe's presentation for practical tips on how to fix your coding and improve your data quality one small step at a time. Watch the recordings of the breakout rooms for [Accuro® EMR](#), [OSCAR Pro](#) and [PS Suite](#) users.

## OMD Educates: 2022 Digital Health & Virtual Care Conference

Don't miss our 2-day conference on **September 29 and 30**! It's Canada's only conference dedicated to providing clinicians and their staff with practical EMR and digital health tips and training. Day 1 sessions will be longer to answer more of your questions. Day 2 focuses on EMR Training Workshops conducted by OMD Peer Leaders. [Register while it's still FREE!](#)



### OMD Educates – Call for Content

OMD is developing the curriculum for our OMD Educates webinars and our upcoming Digital Health & Virtual Care Conference on September 29-30 and we are interested in what you would like to learn. Please email [omd.events@ontariomd.com](mailto:omd.events@ontariomd.com) with topics that you would like us to address for either the monthly webinars or the conference.

## Attention OHTs: Do You Need Help for Your Funding Proposals?



Preparing a proposal for a provincial funding opportunity can be a lot of work. Get help from OMD to submit funding proposals to Ontario Health when the next opportunities to support new or enhanced digital health and virtual care programs become available. Our program for OHTs also offers engagement and onboarding of clinicians to digital health tools, and training on how to use the tools effectively. Contact us about your needs at [support@ontariomd.com](mailto:support@ontariomd.com).

## COVaxON Training: Changes to Clinical Flow Coming

The Ministry of Health is releasing a new version of the COVaxON vaccine management system on June 8, 2022. The new COVaxON Clinical Flow Modernization includes improvements that will streamline workflow for primary care practices, but due to time and resources, the tool is still not integrated with clinicians' EMRs. The OMA and OMD continue to advocate with the Ministry for a fully EMR-integrated vaccine management solution. We recognize that many physicians will not be able to do COVID-19 vaccines in their practices. If you have previously used, and wish to continue to use COVaxON, OMD is retraining clinicians on the new workflow. We're also training practices that wish to start COVID-19 vaccinations with complete end-to-end training. [Check out the new training dates](#) and other COVID-19 supports on our website.





## Doctors Day



May 1 was Doctors Day and it's a day OMD looks forward to every year. It's an opportunity for us to express our thanks and appreciation to Ontario's doctors for all they do to keep us all healthy and safe. We marked the occasion with a social media campaign highlighting some of our talented Physician Peer Leaders. The grand finale of the campaign was a [special video shoutout from Dr. Hayley Wickenheiser](#), 4-time Olympic gold medalist and senior director of player development for the Toronto Maple Leafs.

## Coming Soon: Nominations for the 2022 Luminary Awards

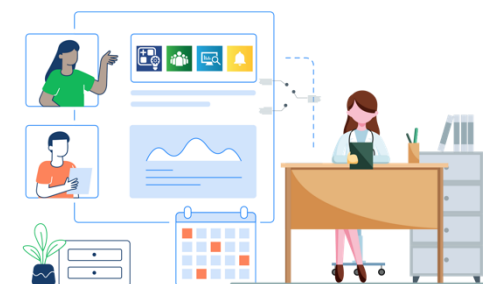
Nominations for the 2022 Luminary Awards will soon open! These awards honour the leadership of remarkable clinicians who have embraced digital health tools. If you're someone who has made digital health indispensable in your practice to improve patient outcomes and practice efficiency, or know someone who is, visit the [Luminary Awards page](#) or watch this space for more information. [Check out the 2021 winners.](#)



## Need Help with Your EMR/Digital Health or Virtual Care Tool?

If you need help with your EMR, or a digital or virtual care tool, OMD staff are available to help you!

Our [i4C Advisory Service](#) and [Peer Leaders](#) can help with your workflow, office efficiency to achieve your quality improvement goals and your EMR use. We can show you how to add other digital tools like patient portals and how to use secure messaging and online booking. We can also help you develop EMR toolbars, searches and reminders.



OMD staff can also connect your EMR to the [Digital Health Drug Repository \(DHDR\)](#), [eConsult](#), [eForms](#), [HRM®](#), [i4C Dashboard](#), and [OLIS](#). Just contact [support@ontariomd.com](mailto: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 provider? These scenarios could potentially mean a change to your IT delivery address disrupting your HRM feed and stopping your reports from hospitals and specialty clinics. HRM only delivers to locations it trusts, so **don't forget to notify OMD** at [support@ontariomd.com](mailto: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 disruptions to report

delivery.



## OMD Educates: Online Training Opportunities

Don't forget to do your annual [Privacy & Security training](#) to refresh your knowledge of best practices and to understand additional considerations when offering virtual care to your patients. OMD also offers privacy and security webinars throughout the year as well as other valuable educational opportunities to clinicians and practice staff. [Check out what's new!](#)

