

September 2021

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



### From the CMO's Desk: Physician Burnout and Technology

I am now five months in this role of Chief Medical Officer and OMD has been busy.

OMD was fortunate to participate in the OMA's Physician Burnout Task Force. I was part of a media panel with Dr. Adam Kassam (OMA President), Dr. Mamta Gautam (Chair of the Physician Burnout Task Force) and Dr. Carolyn Snider (Chief of Emergency Medicine at Unity Health Toronto). I offered my thoughts on how technology use (technostress) can both contribute to, and address, physician burnout. [Watch the interview.](#)

OMD can help ease the burden of technology on physicians. Our Peer Leaders and staff have the expertise to incorporate technology seamlessly into your workflows. Contact [support@ontariomd.com](mailto:support@ontariomd.com) to ask for help.



### Tip from a Peer Leader: Patient Engagement and Education – Pre-visit Questionnaires

This month's tip comes from Dr. Megha Poddar, an endocrinologist in Toronto. Dr. Poddar uses pre-visit questionnaires with her patients as an opportunity to gather information before seeing patients and deliver information and education. [Read the full tip.](#)

If you'd like help to know how to do this with your EMR, an OMD Peer Leader or staff member can show you. Contact [peer.leader.program@ontariomd.com](mailto:peer.leader.program@ontariomd.com) or [support@ontariomd.com](mailto:support@ontariomd.com).

### Did You Know?

#### COVID-19 Vaccination Data Updates

Find out how to get [COVID-19 vaccination data](#) for your patients. Depending on your practice model, you can access some data through Health Report Manager (HRM®) reports and Ontario Health's eReports. Historical reports (before May 18, 2021) for your patients will be available from HRM by the end of September. HRM users will be notified when HRM begins to deliver reports. Watch this space for webinars that will show you how to manage the extra reports. OMD is always available to help you with HRM reports. Contact us at [support@ontariomd.com](mailto:support@ontariomd.com).



### Reminder: Reward for Your Feedback!



In honour of Digital Health eTips' ("eTips") first birthday, OMD would like to know if you find it useful and how we can improve it for you. [Submit your feedback](#) and receive a small token of our appreciation.

## Tips to Identify Phishing Emails

One of our eTips readers asked us to provide some tips on how to identify phishing emails. Hackers are getting sneakier all the time so check out our [10 tips to identify phishing emails](#) and protect your personal information and your practice's personal health information. If you'd like OMD to address a specific topic, please let us know using the [feedback form](#).



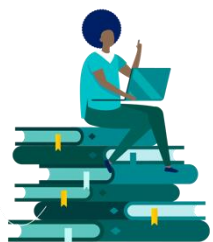
### OMA Vaccine Hesitancy Toolkit

The OMA has a handy toolkit to address COVID-19 vaccine hesitancy with your patients and staff. [Check out these resources](#). An OMA number is required to access the toolkit.

## Digital Health and Virtual Care Tools

### OMD Educates: Countdown to Digital Health & Virtual Care Day

We are only weeks away from our **September 30** virtual conference! This year's CME-accredited program is better than ever! The conference is complimentary and is ideal for physicians, nurse practitioners, nurses, allied health professionals and administrative staff. Get valuable tips from OMD Peer Leaders during the EMR training workshops. [Register today!](#)



### OMD Educates: Virtual Care is Still Care

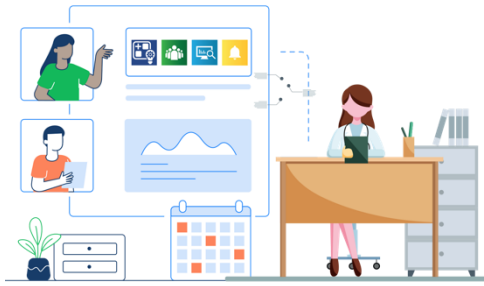
Missed Dr. Keith Thompson's webinar on tips and tools to prepare for virtual visits with your patients? [Watch a recording](#) of the webinar that also features two OMD Patient Leaders giving their perspective on virtual visits.

### HRM Report Delivery Suspension from Care4 Hospitals

Collingwood General and Marine Hospital, Georgian Bay General Hospital, Headwaters Health Care Centre, and Royal Victoria Regional Health Centre have partnered to implement MEDITECH Expanse as their new hospital information system on September 18, 2021. The four hospitals will suspend report delivery via Health Report Manager (HRM®) to perform clinical validation testing with Ontario Health. [Read the FAQ](#)



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



If you would need help with your EMR, or a digital or virtual care tool, OMD staff are available to help you! If you're interested in [HRM®](#), [i4C Dashboard](#), [OLIS](#), [EMR-integrated eConsult](#), [Privacy & Security Training](#), or help from the [i4C Advisory Service](#), our staff can get your practice connected. 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. Planning an office move? Switching to another Internet provider? Making a change to your Internet plan? Choosing a new EMR provider? These scenarios could potentially mean a change to your IT delivery location disrupting your HRM feed and stopping your reports from hospitals and specialty clinics. HRM only delivers to locations it trusts, so if any of these scenarios apply to you, **don't forget to notify OMD** at [support@ontariomd.com](mailto:support@ontariomd.com). 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 disruption to HRM report delivery.

