December 2022
Tips and advice on EMRs, digital health and virtual care tools you can use NOW

From the CMO's Desk: COVaxON Vaccination Reports and Seasons Greetings

OMD has clearly heard that you want to get fewer reports through Health Report Manager (HRM®). High volume of reports is one of the major pain points raised with the HRM Task Force. Some of you have raised that the value of the COVaxON vaccination reports is different now given the stage we are in with the pandemic.

Since this is not a decision that OMD can make, we are asking primary care. **Do you still want to receive COVID-19 vaccination reports via HRM? If you're a family physician and use HRM, please click the button below to let us know.** Stopping this particular report is an "all or none" for all physicians. We stop for all or we stop for none.

We will advise Ontario Health of the results of this poll (**closes Friday, December 23**).

As the winter months set in, and we grapple with seasonal illnesses and keeping up with administrative tasks, it's essential that we take care of our own well-being in addition to our patients. OMD has some exciting initiatives planned throughout 2023 to help make your lives easier. Stay tuned for updates.

Lastly, I want to wish you a wonderful holiday season. We look forward to continuing to support you and your staff throughout 2023!

Do you still want to receive COVID-19 vaccination reports via HRM?

Tip from a Peer Leader: Graphing Labs and INR Tracking (Accuro®)

This month's tip comes from Dr. Vineet Nair, a family physician in London, Ontario, and a 2022 Luminary Award winner. Watch the video in which he shows you how to graph labs, such as for A1C, BMI and HDL tests, to create a visual for the patient. Also learn how to carry out international normalized ratio (INR) tracking to view trends and any changes you've made all in one spot, helping you keep to desired targets for your patients.

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

HRM Task Force Updates

Health Report Manager (HRM®) has been around for over 10 years and is used by about 14,000 clinicians to receive health reports in their EMRs. OMD wants to make sure it continues to be a valuable tool for you so we convened an HRM Experience Improvement Task Force and three working groups in spring 2022 to work on eliminating HRM pain points. This takes the cooperation of all HRM stakeholders—Ontario Health, hospitals, EMR vendors, HIS vendors and their decision makers—to execute the Task Force's recommended solutions.

This is the latest update on our work:

The Sending Facility Standards Working Group met on December 12 to understand the impact of high volumes of reports on patients and clinicians and the current state perspective from a hospital lens. Options for addressing high volumes of reports (e.g., unnecessary reports) were reviewed and discussions will continue in the new year on this issue and all pain points brought to the Task Force, along with potential options for addressing them.

OMD Digital Health Advocacy

OMD advocates on behalf of physicians to ensure digital health tools, such as EMRs, as well as virtual care technologies, meet your practice and patient care needs. As part of these efforts, we engage in important discussions online and in the media. We also attend partner events in the health care community to engage with you, your staff and other health care stakeholders.

Recent OMD engagements:
- **University of Ottawa Skills Day for Family Physicians** (Nov. 25) – OMD had a booth to raise awareness and answer questions around clinically valuable products and services.
- **Ottawa Community Pediatricians Network** (Dec. 5) – OMD CMO **Dr. Chandi Chandrasena** gave a presentation on "Finding time to fill your bucket: How to use technology to find your time," discussing digital solutions to help streamline clinicians' workflow.

Digital Health and Virtual Care Tools

Trillium Health Partners Stops Fax Duplicates for HRM Users

Trillium Health Partners (THP) has implemented a new system called Report Distribution Standardization Portal (RDSP) which provides an interface layer on top of Epic that allows for better direction of reports to the intended clinician by their chosen communication preference. This will stop duplicate faxes for HRM users. If you use HRM, you do not have to do anything. THP will continue to send you lab results only by fax.

THP listened to community-based clinicians to implement this change to address their needs. This tremendous achievement aligns with the mandate of the HRM Task Force to improve the clinician user experience with report flow from hospitals to the community. This fax suppression initiative will save practices time that is better spent on patient care. Congratulations to THP for achieving this milestone and leading the Epic-based hospitals!

HRM Report Delivery from Hôpital Montfort and the OTNHub

In January, Hôpital Montfort will begin sending Medical Record (MR) and Diagnostic Imaging (DI) reports through HRM.

In January, the OTNHub will enable new functionality that will allow clinicians to choose the eConsult reports they wish to transmit through HRM *or* automatically send eConsult reports.

If you still don't have HRM and would like to get connected or learn more about how to leverage it for your practice, contact us today!

View Pharmacy Flu Shots and Other Drug Data with the DHDR

Fast-track your patient outreach efforts this flu season! With access to [drug information through your EMR](#) from the Digital Health Drug Repository (DHDR), you can now see which of your patients have received a flu shot at the pharmacy. Also, securely view other important medication information, such as dispensed drugs covered under the Ontario Drug Benefit (ODB) Program, narcotics or controlled substances, and COVID-19 vaccination information.

Start the process to get connected to the DHDR. Contact support@ontariomd.com or your local OMD Advisor.

eForms: Say Goodbye to Faxed Forms

OMD is making form completion easier for you. We are working with Ontario Health and the Ontario Ministry of Transportation (MTO) as a first step to automate the cumbersome form-filling process, and eliminate faxes, with the launch of [eForms](#).

eForms are digital forms that you can complete from the convenience of your EMR. They are an improvement over other digital forms in EMRs, which when submitted, arrive as faxes at the receiving organization. You no longer have to fax paper or digitally to various organizations, only to have them be sent back due to being outdated versions, or because something was missing. We're only getting started with eForms. There are 16 forms from the Ministry of Transportation available and more forms are coming!

eForms is now available to Accuro® EMR, YES EMR and YMS EMR users. Make form submission easier for yourself and [request eForms today](#)! Other EMR vendors will be offering eForms this winter.

Reminder: COVID-19 HRM Vaccination Reports Update

The new Pfizer-BioNTech COMIRNATY Bivalent vaccine has been added to COVID-19 vaccination reports you receive through Health Report Manager (HRM®).

Supports for Online Appointment Booking

Online Appointment Booking (OAB) allows patients and their caregivers to request or schedule virtual or in-person primary care appointments using a computer or mobile device. This decreases the chances of 'no shows' and results in less administrative work to book appointments, helping to improve practice efficiency and redirect clinic staff's time to essential patient-centred activities.

OMD Advisors can help you choose the right OAB for your practice. **To learn more, check out these resources developed in partnership with the OMA:**

- [Benefits of Online Appointment Booking](#) brochure
- [OAB Webinar Recording](#) presented by OMD Peer Leader Dr. Stephen McLaren, highlighting the benefits of OAB, the different options, integration with EMRs, how OMD can help, and more

Did You Know?

Need Help with your CPSO QI Project?

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. This course is back with four cohorts in 2023. Visit the website for the full listing. Spaces are limited—register today to secure your spot!

Have a Happy—and Secure—Holiday: Tips to Protect Your Privacy

Many of you will be taking a well-deserved break for the holidays. Stay vigilant to protect your practice and patient data now and throughout the upcoming year. Please exercise caution on the websites you visit to make sure they are secure and will protect the privacy of your personal or confidential information.

OMD has assembled some tips to help you protect yourself:

- Tips for Cybersecurity Success
- Tips to Identify Phishing Emails
- Tips for Data Protection

Also take our Privacy & Security Training Modules (CME-accredited) to understand best practices. If you have any questions about protecting your practice from cybersecurity attacks, contact us for advice. Stay safe during the holidays and make privacy and security a priority in 2023!

Looking to Engage Clinicians in Every OHT?

OMD experts and OMD Advisors are involved with Ontario Health Teams (OHTs) in every area of Ontario. We understand each region's unique needs and can help clinicians adopt digital health tools like HRM, which are recommended in Ontario's Digital Health Playbook.

We have almost 20 years of experience supporting the clinician community with their digital health needs. Our Advisors and Peer Leaders, combined with our powerful clinician database, can help you reach the clinicians in your OHT and make digital health adoption in your area much easier. Let us help you with:

- Training and education
- Efficient onboarding of clinicians to digital health services
- Developing proposals for, and implementing, Ontario Health funded digital health initiatives
- Quality improvement and population health education

Contact us at support@ontariomd.com so we can assist in the clinician engagement goals for your OHT.

Help With Your EMR?

If you need help with your EMR, or integrated digital tool, OMD Advisors are available to assist you! **We can help you customize your EMR to support your office/clinical efficiency.**

Through our **EMR Lab**, we have access to most certified EMRs so we can develop tools and suggest workflow improvements to help you. We are experts in all OMD-certified EMRs!

We can also connect your EMR to drug information, eConsult, eForms, hospital reports, and lab results. Help is also available through our OMD Advisory Service for your quality improvement (QI) initiatives (e.g., CPSO's QI Program). QI doesn't have to be scary! You are doing it already! Just 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 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 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.