

February 2023

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

From the CMO's Desk: Keeping the Doctors We Have – Reducing Administrative Burden



The Toronto Star recently [published an article](#) outlining that Canadian physicians spend 18.5 million hours on unnecessary paperwork. One of the reasons is the number of forms we have to complete.

On Feb. 15, during an [OMA Pre-Budget Submission Briefing to the Media](#) with Dr. Rose Zacharias, Dr. Jim Wright, Dr. Brian Berger, and myself, OMD focused on ways to decrease the administrative burden by using technology better and engaging the end users in its development.

1. Forms

- The **OMA Forms Committee** and the **Joint Forms Committee with the Ministry of Health** are advocating to reduce the administrative burden of forms. (OMD is a member.)
- OMD reinforces that **a digital form is not a digital version of a paper form** but needs to be developed differently. We are also advocating for integration into our EMRs.
- There should be **no portals that are not fully integrated into our EMRs**.

One solution is [eForms](#). More dialogue with Government is required to review and improve the process but it is a good first step. At the moment it is only available to Accuro® EMR, Avaros EMR, EMR Advantage, YES EMR, and YMS EMR users, with more vendors set to offer it soon. Contact OMD to [request eForms today](#).

2. Charting/documentation

- OMD and the OMA are working on a funding proposal to examine Artificial Intelligence (AI) technology for scribing. We also have an informative [OMD Educates Webinar on Scribes](#) (human and AI).
- We can also help you use your EMR better for charting/documentation. Contact us at support@ontariomd.com.

3. Large number of medical reports/tests received daily

- The [HRM Experience Improvement Task Force](#) and working groups are working on eliminating Health Report Manager (HRM®) pain points. [Updates on this work can be found below](#).

In Memoriam



OMD honours the memory of Dr. Barbara Teal, a former OMD Peer Leader, who passed away on Feb. 15, 2023. Dr. Teal was an original Peer Leader, holding this role from March 2008 to November 2021. She is remembered for her fun and engaging energy, providing one-on-one clinical engagements with clinicians about their EMRs and provincial tools, and participating in our EMR: Every Step Conferences. Dr. Teal was instrumental in helping with the first wave of EMR adoption and optimization for clinicians in Ontario.

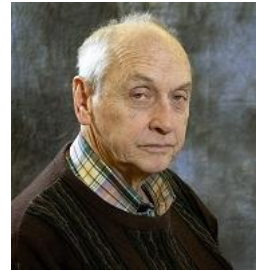
Learn more about Dr. Teal and her contributions in her featured [OMD Peer Leader video](#).

Read [Dr. Teal's Obituary](#).

Tip from a Peer Leader: Using Your EMR to Help Patients Get Proper Care Abroad

This month's tip comes from Dr. John Crosby, OMD Physician Peer Leader and practicing family physician in Cambridge, Ontario. Here, he gives a simple and useful tip for using your EMR to ensure patients receive proper and accurate care while travelling abroad:

"I print out the patient's Cumulative Patient Profile (CPP) and hand it to them if they are travelling. I tell them to store it with their travel insurance paperwork. If they wind up in a foreign ER or doctor's office it is a huge help with allergies, medications, past health history, immunizations, and more."



Visit [Dr. Crosby's website](#) for more tips and resources, including his eBooks on burnout and time management.

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

HRM Task Force Updates



The burden caused by the reports in your inboxes is staggering.

We have heard your concerns and OMD has spearheaded an HRM Task Force with key decision makers (OH, hospitals, EMR vendors, HIS vendors, OMA, OHA) to decrease this burden.

Since the last few updates, OMD has formed a sub-group comprising members of the HRM Sending Facility Standards Working Group. The purpose of this sub-group is to **develop a list of core reports** that should be sent from hospitals to community clinicians via HRM. Not an easy task!

The sub-group first met on Jan. 17 and will meet again on Feb. 23.

For more information, please check out our website: [HRM Experience Improvement Task Force](#)

OMD Digital Health Advocacy

OMD advocates on behalf of physicians to ensure digital and virtual tools meet your practice and patient care needs. We engage in important discussions in online and print media. We also attend partner events in the health care community to engage with you, your staff and other health system stakeholders.



What's coming up:

- **Beyond the Tipping Point: Driving Scalable Digital Health in Canada – Digital Health Canada Webinar** (Feb. 22) – **OMD CEO Rob Fox** joins a panel discussion focusing on the opportunities for advancing digital health scalability and stickiness in Canada through an examination of consumer readiness, innovation and adoption trends, logistics solutions, and innovative funding. [Register for the event](#). (For Digital Health Canada members only.)
- **UpOnDigital: Update on Ontario Digital Health Conference** (March 7) – **Rob Fox** will present at this annual event, alongside Ontario public and private sector leaders and innovators, to explore the issues that matter most to Ontario patients, caregivers, and digital health professionals.

OMD also speaks regularly at events hosted by Ontario Health Teams on topics of interest to their area. Tell us which topic you would like to learn about by emailing omd.events@ontariomd.com and we'll be there! Our next one is in Ottawa on March 30, which corresponds with the OMA President's tour.

Digital Health and Virtual Care Tools

View Dispensed Narcotics, COVID-19 Vaccinations and Other Drug Data with the DHDR



Now there's an easier way to ensure appropriate prescribing for patient safety and stay informed about dispensed narcotics using your EMR via Ontario's Digital Health Drug Repository (DHDR). With secure [access to drug information](#), the DHDR gives clinicians information on dispensed drugs, including narcotics and controlled substances, drugs covered under the Ontario Drug Benefit (ODB) Program, publicly funded pharmacy services such as flu shots, and COVID-19 vaccination information.

Direct access to narcotics information from your EMR aligns with the **CPSO Guidelines and Standard of Care** outlined in the [Prescribing Drugs policy](#) (i.e., take reasonable steps to review patients' prescription histories prior to initiating a narcotic or controlled substance prescription), which may include the DHDR in the future for opioid prescribing, and the [CPSO Opioid Statement](#).

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

Did You Know?

Stay Vigilant: Privacy and Cybersecurity Training and Support

Data Privacy Day Webcast – Recording Now Available

A special Data Privacy Day webcast took place on January 27 to mark worldwide Data Privacy Day. [Watch the recording](#), which features key best practices for protecting the privacy of your patient and personal data every day, including:

- Replacing faxes with more secure forms of digital communication
- Building privacy and security resiliency against breaches and cyberattacks



Panelists included Ontario's Information and Privacy Commissioner Patricia Kosseim and OMD Chief Privacy Officer Ariane Siegel, along with other experts.

[Contact OMD](#) at any time for advice on how to protect your practice from cybersecurity attacks.

Get Help with Your CPSO QI Project – Register Today! There is still room!



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. The courses are highly recommended for physicians working on a CPSO quality improvement plan or if you would like to advance your Quality Improvement (QI) skills.

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!](#)

Evaluation Survey: Clinically Appropriate Use of Virtual Care Guidance for Primary Care

Share your [feedback](#) with Ontario Health about their [virtual care guidance for primary care materials](#). Submissions are anonymous and should take less than 10 minutes to complete.



Looking to Engage Clinicians in Your OHT?



OMD is involved with Ontario Health Teams (OHTs) in every area of Ontario. We understand each region's unique needs and can help clinicians adopt recommended digital health tools.

The experience of our Advisors and Peer Leaders, combined with our powerful clinician database, can help you advance digital health adoption. We can help you with:

- Training and education
- Clinician adoption of digital health tools
- Funding proposals and implementation of new digital health tools
- Quality improvement and population health

Contact us at support@ontariomd.com to assist you to achieve your OHT's goals.

Help With Your EMR?

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

We are experts in all OMD-certified EMRs! Through our **EMR Lab**, we can access most of them to develop tools and suggest helpful workflow improvements. We also offer **EMR Communities of Practice** (CoPs) that bring users and vendors together to leverage their collective wisdom to improve the use of EMRs and digital health tools. [Find out more about OMD EMR Communities of Practice](#) and [join the CoP for your EMR](#)!



We can also connect your EMR to [drug information](#), [eConsult](#), [eForms](#), [hospital reports](#), and [lab results](#). Our [OMD Advisory Service](#) can help you with 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.

Quick Poll

Please complete the following statement: "I wish I had a tool in my EMR that..."