*January 2023*

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

### From the CMO's Desk: Happy New Year! COVaxON Reports Poll Results, What's Ahead in 2023 and Beyond

Welcome back! I hope you had a chance to rest and recharge over the holidays.

I want to thank everyone who answered last month's poll about whether you still want to receive COVID-19 vaccination reports via Health Report Manager (HRM®). The results are in, and it's a close call: **49% said 'Yes,' while 51% said 'No.'** The results are too close to make a definitive decision either way. For now, you will continue to receive COVaxON reports via HRM.

These results indicate the different needs of clinicians and that some still find these reports valuable. As you know, OMD is leading the HRM Task Force (see below) and we're assessing the reports sent through HRM from hospitals. During this assessment, we will revisit these vaccination reports.

We're starting 2023 with renewed energy, and exciting opportunities in store for you. OntarioMD (OMD) is working on practical digital health solutions and initiatives to support Ontario clinicians and address your unique practice needs, especially those that ease the administrative burden. OMD is at your service to support you with new digital health tools—including third party tools. We also have useful educational events planned for you this year. I'll let you know about them every month.

In the meantime, as always, if you need support with your EMR, like using searches, templates, toolbars and workarounds to make your life easier, this is exactly what we do! Please contact us at support@ontariomd.com.

### Tip from a Peer Leader: Using Your Computer to Time Manage the Top 12 Diagnoses in Family Practice

This month's tip comes from Dr. John Crosby, OMD Physician Peer Leader and practicing family physician in Cambridge, Ontario. Read OMD's latest blog post in which he gives useful tips on leveraging his computer to time manage the top 12 diagnoses in family practice, including high blood pressure, upper respiratory infection, diabetes, and more. Dr. Crosby uses TELUS PS EMR, but his tips and tools can be adapted to other EMRs. Ask OMD how!

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

OMD wants to make sure Health Report Manager (HRM®) continues to be a valuable tool for its users. The HRM Experience Improvement Task Force and working groups are working 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.

**Update on our work:**

The Sending Facility Standards Working Group met on January 12 to understand the impact of fax and electronic duplicates on patients and clinicians and the current state perspective from a hospital lens. Options for addressing duplicates (e.g., draft and final duplicates) were discussed, and discussions will continue 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 and virtual tools, such as EMRs, 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.

**OMD participated in:**
- **HIMSS ON Emerging Leaders Fireside Chat: "Evolving"** (Dec. 12) – OMD CMO **Dr. Chandi Chandrasena** was a panelist in this three-part series hosted by the HIMSS Ontario Chapter focused on empowering women and the BIPOC community to become emerging digital health leaders.

**What's coming up:**
- **The Hamilton Academy of Medicine's Annual Clinical Day** (Jan. 25) – **Dr. Chandi Chandrasena** is presenting on "Using technology to improve your professional life." OMD will also have a virtual booth where you can get information or sign up for digital health products and services. Get your ticket! (Free for HAM members.)
- **OCFP Family Medicine Summit** (Jan. 27-28) – OMD will have a virtual booth to answer questions around clinically valuable products and services and where you can sign up for them.
- **Family Medicine Residents of Western (FMRW) Resident Retreat** (Jan. 27-29) – OMD Peer Leader **Dr. Cody Jackson's** session will provide residents with an overview of OMD's digital health products, services, and support for clinicians. OMD will also hold a booth to raise awareness of its work.

OMD staff also speak regularly at events hosted by stakeholders on topics such as using your EMR to manage cancer screening and smoking cessation. We can develop presentations on any topic of your choice! Tell us what you need by emailing omd.events@ontariomd.com and we'll be there!

## Digital Health and Virtual Care Tools

**Access Pharmacy Flu Shots, COVID-19 Vaccinations and Other Drug Data with the DHDR**

Fight the flu this season! Fast-track your patient outreach efforts 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.

## Easily Submit Forms Through Your EMR with eForms

OMD is making form completion easier for you with eForms. eForms are digital forms that you can complete from the convenience of your EMR. They are better than other digital forms in EMRs, which when submitted, arrive as faxes to the recipient. With eForms, you no longer have to fax paper or digital forms, only to have them 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 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.

## Did You Know?

### January 28 is Data Privacy Day!

January 28 is worldwide Data Privacy Day. It's a good reminder to use best practices for protecting the privacy of your patient and personal data every day. Join a special Data Privacy Day webcast on **Friday, January 27 from 9:30 am to 12 pm** to learn how to:
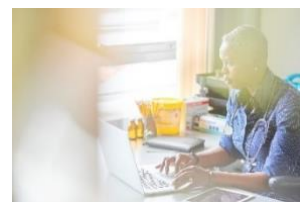
- Replace faxes with more secure forms of digital communication
- Build privacy and security resiliency against breaches and cyberattacks

Panelists include 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.
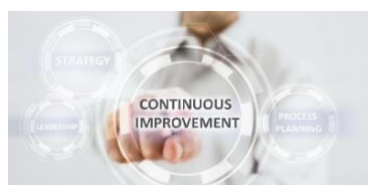
### Clinically Appropriate Use of Virtual Care Guidance for Primary Care

Ontario Health recently released new virtual care guidance materials for primary care clinicians. The *'Clinically Appropriate Use of Virtual Care Guidance for Primary Care'* aims to help primary care clinicians feel supported in the decisions they make related to the planning and delivery of virtual care.

The guidance can be accessed at Ontariohealth.ca/virtualcareguidance. A French version of the guidance is also available at Ontariohealth.ca/fr/guidesoinsvirtuels. For questions, please contact PCP.Guidance@ontariohealth.ca.

### 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. 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, with the first cohort starting this January. Visit the website for the full listing. Spaces are limited—register today to secure your spot!

**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 like HRM.

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 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 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

**Has there been a change in how often you use virtual care tools?**