

June 2022

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

From the CMO's Desk: Advocating for Clinicians



In the May Digital Health eTips, I listed several areas where OMD is working with the OMA and with groups of clinicians to make your life easier.

Let's talk about – the HRM® (Health Report Manager) Task Force.

Many clinicians have been burdened by various types of HRM reports. Additional report delivery concerns have contributed to the administrative burden and these issues have been brought to the attention of OMD. OMD has been advocating on behalf of clinicians to address several regional issues between hospitals and community physicians. To get more details of the issues and to understand what the Task Force is doing, please visit [HRM News](#).

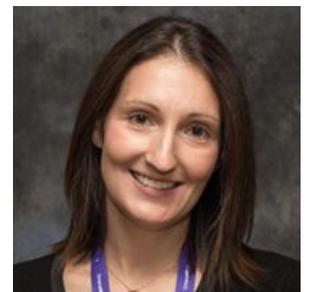
OMD has gathered feedback on HRM pain points and the HRM Task Force met to assess and prioritize them:

- **Volume of reports** – Clinicians feel that they receive too many reports
- **Length of reports** – Reports are too long, making it easy to miss something or hard to find information
- **Duplicate reports** – Clinicians are either receiving the same report by HRM and fax, or the same report multiple times from HRM
- **PDF reports** – They're hard to search and it takes more clicks to view them
- **Lack of report standardization** – Hospitals label reports differently making it hard to categorize them in the EMR and hard to find relevant information
- **Reports go to multiple locations** – Clinicians are receiving the same reports at every location in which they practice for patients not associated with those locations

The HRM Task Force is committed to doing something about these pain points to make improvements. I will continue to update you on the progress of this work. In the meantime, if you have any questions, please contact support@ontariomd.com.

Tip from a Peer Leader: i4C Prevention and Screening Dashboard (Telus, Accuro and YMS)

In part 3 of our series featuring OMD Peer Leader Dr. Loredana Di Santo, we look at the Insights4Care (i4C) prevention and screening dashboard. This dashboard identifies your rostered patients such as children between 18 and 29 months that need an immunization recall or adult patients that need screening for different cancers, or patients who need a recall (including how long they are overdue) using easy to read pie charts. [Watch her demonstration of the i4C Prevention and Screening Dashboard](#). If you use the i4C dashboards, and would like some tips from the OMD Practice Advisory Service or a Peer Leader on how to use them better, contact support@ontariomd.com or peer.leader.program@ontariomd.com.



Digital Health and Virtual Care Tools

Learn About the Benefits of Online Appointment Booking



You're invited to an Ontario Health webinar on **Tuesday, June 21, 2022**, from 5:00 to 6:00 pm, featuring a panel of primary care providers to learn about the benefits of using online appointment booking in primary care practices. Panelists will be available live online to share their lived experiences and answer your questions. Panelists include Dr. Marco Lo, Dr. Kevin Lai, and Dr. James Lane. [Register with Zoom](#).

HRM Report Delivery Resumes from UHN and HHS

On June 4, University Health Network (UHN) and Hamilton Health Sciences (HHS) migrated to Epic. You will see a larger volume of reports from these hospitals over the next couple of weeks as HRM resumes report delivery and sends you the reports that were being held until the feed from Epic was established, as well as your latest reports. Please see our [Sending Facilities page](#) for specific details. If you need help with HRM reports, contact support@ontariomd.com.



Drug Information and eForms in Your EMR: Who's Next?



Did you know that clinicians can access the medications prescribed to a patient in the community and while they were in hospital? Good news for users of Accuro® EMR, Collaborative Health Record (CHR), EMR Advantage and OSCAR Pro – your EMR vendors are in the process of integrating your EMR to drug information from the provincial [Digital Health Drug Repository](#) (DHDR).

If you use CHR or EMR Advantage, your EMR vendors are integrating your EMR with [eForms](#). eForms are electronic forms accessible from your EMR that make filling out a form and submitting a form much easier and faster. No more outdated or incomplete forms!

Now's the time to get the onboarding process started. Contact support@ontariomd.com or your local OMD representative to request access to these services. YES and YMS EMR users already have access to both drug information and eForms so users can onboard to these tools now.

Ever wondered which provincial digital health tools your certified EMR can connect with? Check out our [EMR Integration page](#) and contact OMD to connect to any tools you don't currently have.

Did You Know?

Nominations Open for the 2022 Luminary Awards

Nominations for the 2022 Luminary Awards opened on June 13. 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 [Luminary Awards criteria](#) page. If you're ready to nominate someone and tell their digital health story, please fill out the [nomination form](#). **Nominations close on August 12.** [Get inspired by watching a video of two previous winners.](#)



OMD Educates: Hiring a Scribe Could Change the Way You Practice



Join us for our next webinar for specialists and primary care physicians on **June 22 from 12:00 to 1:00 pm** featuring Specialist Peer Leader Dr. Vandana Ahluwalia and Family Physician Peer Leader Dr Noah Crampton. The Peer Leaders will explain why hiring a scribe is valuable for physicians to offload administrative tasks, provide tips and pearls, and discuss AI's potential to help practices. [Register today!](#)

Save the Dates! 2022 Digital Health & Virtual Care Conference

Don't miss our 2-day virtual 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. The program for both days will soon be available. There will be new topics this year and our EMR Training Workshops conducted by OMD Peer Leaders will be offered again by popular demand. [Register while it's still FREE!](#)



Hey OHTs: Listen Up!



OMD can offer you Advance QI and Population Health Education in your area.

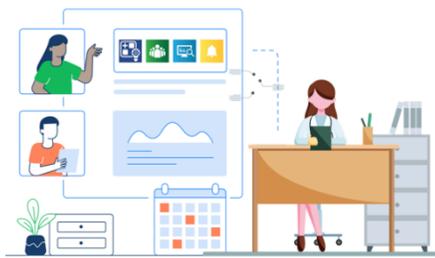
Quality Improvement (QI) is important to OHTs and OMD is uniquely suited to support clinicians in OHTs to implement QI projects successfully to enhance patient care and advance population health. Our QI experts will help clinicians plan and execute QI projects with a scope they can handle that will meet their goals. Contact us about your OHT's needs at support@ontariomd.com.

More Dates for COVaxON Retraining

The Ministry of Health released a new version of COVaxON on June 8, 2022. The new COVaxON Clinical Flow Modernization includes improvements to streamline workflow for primary care practices. OMD is offering training sessions on the new workflow. It is highly recommended that you take the training once again to understand the changes. We also continue to offer end-to-end training for practices that wish to start COVID-19 vaccinations. [Check out the new training dates](#) and other COVID-19 supports on our website. Please note: Due to time and resource constraints, the tool is still not integrated with physicians' EMRs. The OMA and OMD continue to advocate with the Ministry for a fully EMR-integrated vaccine management solution.



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!

Did you know that we have an EMR Lab? The lab gives us access to certified EMRs (Accuro, CHR, OSCAR, PS Suite, etc.) so we can develop tools and workarounds to help you. We are experts in all EMRs!

We can connect your EMR to the [Digital Health Drug Repository \(DHDR\)](#), [eConsult](#), [eForms](#), [HRM®](#), [i4C Dashboard](#), and [OLIS](#).

Help is also available through the [Practice Advisory Service](#) for your QI initiatives. 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 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 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!](#)



[Poll Question: What is your biggest digital health pain point?](#)