

September 2022

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



## From the CMO's Desk: Attend OMD's Digital Health Conference and Sign Up for Drug Information

September marks a return to learning. Now is a great time to pursue clinical education opportunities—including digital and virtual care. On September 29 and 30, join me and your colleagues for OMD's annual [Digital Health & Virtual Care \(DHVC\) Conference](#). This 2-day virtual event features an array of online CME-accredited sessions, EMR workshops and presentations geared towards clinicians, their staff and digital care enthusiasts. Check out the [event program](#) and [register online today](#) for free!

At the conference, you'll learn about the many digital care products and services that can make your life easier, while supporting your practice and optimizing your use of technology. One of the newest tools gives [access to drug information from your EMR](#). You can seamlessly view dispensed medications covered under the Ontario Drug Benefit (ODB) program, narcotics or controlled substances, and COVID-19 vaccination information, giving you the Best Possible Medication History. If you already use a provincial clinical viewer to access this information from the **Digital Health Drug Repository (DHDR)**, you can now do it from your EMR—you no longer need to log into a separate portal to view the information, saving you time and effort! But you still need to sign up.

Learn more and sign up for access to the DHDR at the conference, or get on board today! To start the process, please contact our team at [support@ontariomd.com](mailto:support@ontariomd.com).

## Tip from a Peer Leader: Save Time by Searching Notes (OSCAR)

This month's tip comes from Dr. Anil Maheshwari, a family physician in Cambridge. [Watch the video](#) in which he shows you how to use shortcut keys on a Mac or PC to search notes in OSCAR Pro to locate important details, such as documents and dates, previously mentioned in your patient notes. This is a great way to quickly find information on a patient, especially in the Encounter Notes area of your Oscar EMR.

If you would like more tips or advice from a Peer Leader, please contact [peer.leader.program@ontariomd.com](mailto:peer.leader.program@ontariomd.com).



## Digital Health and Virtual Care Tools

### New! EMR Tools to Vaccinate Patients Aged 12 to 17 Years Old for COVID-19 Booster



Check out the [newest EMR searches](#) (Accuro® EMR, OSCAR Pro, and TELUS PS Suite EMR) to identify patients who are 12 to 17 years old (up to age 17 + 364 days) and may be eligible for the COVID-19 booster or a 3<sup>rd</sup> COVID-19 dose **IF immunocompromised\***. Contact us at [support@ontariomd.com](mailto:support@ontariomd.com) if you have any questions or require additional support with your practice and quality improvement initiatives.

**\*NOTE:** Queries search age range, administered quantity, and date of last COVID-19 vaccine ONLY; clinicians will need to review lists to identify immunocompromised patients for appropriate follow-up.

## Now Live! HRM is Delivering Pathology Reports (PILOT in Central East)

OMD worked with the Central East (CE) hospitals (Campbellford, Haliburton Highlands, Lakeridge Health, Northumberland Hills, Peterborough Regional, Ross Memorial and Scarborough Health Network) on a **pilot** to send pathology reports through Health Report Manager (HRM®). The hospitals began sending pathology reports to primary care clinicians on September 12. Pathology reports will be sent in PDF and text format. To address unreliable report delivery and increased administrative burden from faxed reports, more hospitals will soon be able to send reports securely and quickly to primary care physicians through HRM.



We heard from clinicians that pathology reports are important to you and that their proactive delivery is valuable to patient care. Adding pathology reports is the latest enhancement to HRM. If you still don't have HRM, [ask for it today!](#)

## Initiate an eConsult to the Ontario eConsult Service (OTNhub.ca) Directly from Your EMR via Ocean



The [Ontario eServices Program](#) is excited to announce a new integration which enables Ocean users to send eConsults to the Ontario eConsult Service on the OTNhub.ca directly from their integrated EMR\* via Ocean. This streamlined workflow allows users to submit eConsults easily, quickly, and independently using the same efficient and reliable workflow they already use for sending Ocean eReferrals.

*\*Applies to TELUS PS Suite, OSCAR Pro, and Accuro® EMRs*

**Upcoming Webinar:** Learn more about this new workflow and watch a live demonstration. Tuesday, September 27 from 12-12:30 pm. [Register today.](#)

**Get started today:** Already using both Ontario eConsult on the OTNhub and Ocean eReferral?

- Follow your existing eReferral workflow and search for "Ontario eConsult Service" in the [OceanHealthMap](#).
- Need support or training for an OTNhub and/or Ocean account? Fill out the [intake form](#) or contact [eServicesProgram@toh.ca](mailto:eServicesProgram@toh.ca).

QR Code for intake form:



## Step Right Up: Get eForms and Access to Drug Information



Clinic Information System (CIS/P&P) and TELUS Health Solutions Inc. (CHR) users recently received an email with information on how to get [access to drug information in their EMRs](#) from the provincial Digital Health Drug Repository (DHDR). Indicate your interest and beat the crowd by contacting [support@ontariomd.com](mailto:support@ontariomd.com) or your local OMD practice advisor.

[eForms](#) is also now available to YES EMR and YMS EMR users! Make the submission of MTO forms easier for yourself and [request eForms today!](#)

## Did You Know?

### Get Ready for the 2022 Digital Health & Virtual Care Conference!

OMD has an exciting line-up planned for our 2-day virtual conference on **September 29 and 30**! Check out the [event program](#), including the keynote speakers for each day and other practical sessions arranged by stream, including a dedicated stream for clinical staff. On the popular topic of privacy and security, the Director for Health Policy at the Information and Privacy Commissioner's Office, and the Director of Policy for the CPSO will be joining OMD's General Counsel and Chief Privacy Officer for a discussion on guidance for virtual care.



This is Canada's only conference dedicated to providing clinicians and their staff with valuable EMR and digital health tips and training. This conference is accredited for family physicians and specialists. Don't miss the hugely popular EMR Training Workshops guided by OMD Peer Leaders. Registration is complimentary this year—[secure your spot](#)!

### OntarioMD Clinician Survey 2022: Tell Us What You Really Think!



It's that time of year again ... the annual OMD Clinician Survey will be arriving in your inboxes later this month. It's your opportunity to tell us about:

- The things you love about technology (and us!)
- What frustrates you about the technologies you use in your practice
- How we can support you better

Just before the Digital Health & Virtual Care Conference (September 29 and 30), you'll receive an email with the subject line '**OntarioMD Clinician Survey 2022.**' Please take 5-10 minutes to fill it out. Three people who complete the survey will be chosen at random to win an Amazon gift card. Don't miss out!

If you wish to complete the survey, but don't see our email, drop us a line at [support@ontariomd.com](mailto:support@ontariomd.com) and we'll make sure you receive an invitation!

### Cybersecurity Updates, Support and Best Practices

**Tips and Tricks:** Looking for ways to improve your clinic's privacy and security? OMD has created a handout on '[8 Essential Steps for Cybersecurity Success](#)' to help protect your practice and patient data.

**Ransomware Alert:** A [new ransomware threat called Zeppelin](#) has recently been targeting health care organizations worldwide. Once the malware is deployed, cybercriminals take hold of system information and demand large ransom payments to recover the files. [Learn more about ransomware and how to protect yourself from it.](#)

**Training and Supports:** Take our [Privacy & Security Training Modules](#) (CME-accredited) to understand best cybersecurity practices for health care. If you have any questions about protecting your practice from cybersecurity attacks, [contact us](#) for advice.

Also, did you read about our upcoming [DHVC Conference](#) above? There's an [amazing talk featuring key organizations on privacy & security in health care](#) that you won't want to miss. [Sign up](#) to attend the conference today!



## Reminder for HRM Users: Don't Forget to Stop the Paper and the Fax



Now that you're using HRM and securely receiving patient reports electronically, how can you stop the duplication of receiving them by paper or fax? Some sending facilities (hospitals and other clinics) will automatically turn off paper or fax delivery, but some require you to make a request directly. Until this request is made, you may continue to receive both HRM and paper or fax reports.

See OMD's website [Sending Facilities](#) page to see if you are in an area that has this option and for contact addresses for stop paper requests.

## OCFP Practising Well Community of Practice Session

### Making the "15-minute appointment" more effective and efficient for patients with substance use disorders

Family doctors are often the first medical professionals who patients turn to when seeking help for a substance use disorder. The demand for this care is only increasing as Ontario progresses through the pandemic.

Identify the tools and approaches to engage and motivate patients, making short primary care appointments more likely to result in improved outcomes.



**Attend the Ontario College of Family Physicians' (OCFP) upcoming event:**

**'Even short appointments can help with substance use disorders'**

**September 28, 2022 at 7:30 pm [Register now](#)**

This session is part of the OCFP's [Practising Well](#) Community of Practice, a space where you can discover new resources and clinical workflows to strengthen your practice and connect with your fellow family physicians.

## COVaxON Reactivations and Retraining



**If you have not used COVaxON within the last 30 days, you will need to reactivate your account.** To reactivate your COVaxON account, email [covaxon.support@ontariomd.com](mailto:covaxon.support@ontariomd.com).

Need a refresher on how to use COVaxON? [Register to take the training on this new clinical workflow](#).

## Support for OHTs: We're Here to Help with Your Digital Health Needs

Take advantage of our experience with digital health onboarding, training, population health management and funding proposals for clinicians in your OHT. No one does clinician engagement better than OMD! We can advise you on digital tool adoption and provide support to help with workflow and practice changes. We also offer many educational opportunities and privacy and security resources that can be customized to your needs.



Let's start a discussion to understand how we can help you achieve your goals. Contact us at [support@ontariomd.com](mailto:support@ontariomd.com).

## Need Help with Your EMR or with Providing Virtual Care?



If you need help with your EMR, or a digital or virtual care tool, OMD staff 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 certified EMRs so we can develop tools and workarounds to help you. We are experts in all EMRs!

We can also connect your EMR to [drug information](#), [eConsult](#), [eForms](#), [hospital reports](#), [our population health management dashboard](#), 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](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. 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](mailto: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

**Are you planning to attend the Digital Health & Virtual Care Conference on Sept. 29-30?**