March 2023

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

From Our Board Chair & CEO: Important Message About Drug Information Via Your EMR

Clinicians always need to know as much as possible about the medications patients are taking to prevent overprescribing and adverse reactions. Access to up-to-date dispensed drug information at your fingertips is crucial. When you can do it through your EMR, it's even better!

OMD is connecting clinicians to the Digital Health Drug Repository (DHDR) on behalf of Ontario Health and the Ministry of Health.

A personal note from Dr. Daien: As a new DHDR user, I'm finding that secure access to the data from my EMR is valuable, it's faster than going through a clinical viewer portal and aligns better with my workflow.

What you get:

- View dispensed ODB drugs, narcotics, other controlled substances, publicly funded pharmacy services, and COVID-19 vaccinations.
- Improved workflow, saving time for other important clinical tasks, or to simply take a break.
- Alignment with the **CPSO's** recommendations to review prescription history before prescribing a drug in its Prescribing Drugs policy.
- Easier connections to future provincial digital health tools.

We encourage you to request access to the DHDR. The sooner you do, the easier it will be for you to look at the drugs your patients are taking and optimize their safety.

Contact support@ontariomd.com or your local OMD Advisor today to get started.

Thank you for your commitment to digital health technology in your practice.

Sincerely,
Dr. David Daien   Robert Fox
Board Chair, OMD   Chief Executive Officer, OMD

Tip from a Peer Leader: Helpful Handouts to Support Your Practice

This month's tip comes from Dr. John Crosby, OMD Physician Peer Leader, TELUS PS EMR user, and practicing family physician in Cambridge, Ontario. Dr. Crosby has a variety of useful handouts on diverse topics to help manage patient care, and improve understanding during patient interactions. This includes resources on insomnia, weight loss, depression, kids' emergencies, how to convince seniors to accept help, how to avoid a nursing home, acne, gas, constipation, why you didn't get an antibiotic, and more. Email drjohncrosby@rogers.com to get free digital versions of these handouts.
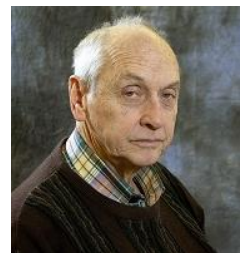
Visit Dr. Crosby's website for more tips and resources, including his eBooks on burnout and time management.
If you would like more tips or advice from a Peer Leader, please contact peer.leader.program@ontariomd.com.

HRM Task Force Updates

OMD has heard your concerns about the burden of report delivery issues (i.e., high volume of reports, fax suppression, etc.) associated with the flow of information from acute care to community-based settings. To address these challenges, we have spearheaded an HRM Task Force to bring together key system partners and decision makers (Ontario Health, hospitals, EMR vendors, HIS vendors, OMA, OHA) to find solutions and decrease the burden these issues cause for clinicians in community practice.

Latest update on this important work:

- The Advisory Circle met on February 14.
- The Sending Facility Standards Working Group met on February 27 and to further discuss options for addressing key concerns.
- The Core Report List Sub-Group met on March 1. This sub-group works to **develop a list of core reports** that should be sent from hospitals to community clinicians via HRM.
- The Task Force has drafted a current state report and options analysis on ways to address the key concerns and is reviewing it with Task Force members.

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 tools meet your practice and patient care needs. We engage in important discussions in online and print media. We also attend events in the health care community to engage with you, your staff and other health system stakeholders.

Recent OMD engagements:
- **Healing Healthcare: Proactive Planning for a Healthier Future – Queen's Healthcare and Business Conference** (March 10-11) – **OMD CEO Rob Fox** joined a keynote panel to discuss his career journey, along with his perspective and experience in relation to the future of health care.

What's coming up:
- [**OCFP – COVID-19 Community of Practice**](#) (March 24) – **OMD CMO Dr. Chandi Chandrasena** is a panelist for this virtual event, and will discuss digital health tools integrated with EMRs that can enhance practice efficiency, reduce the administrative burden, and improve physician well-being.

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

HRM Go-Live: OTNhub – March 9

OTNhub (eConsult) HRM® Report Delivery went live on Thursday, March 9. This Ontario Health update to the OTNhub web platform gives HRM users the ability to export eConsult case details (as a PDF). This update will improve physicians' workflow, eliminating the burden to export report copies from a web portal and manually import them into their EMR. Clinicians can enable the setting to automatically push all cases to HRM, or they can manually push individual eConsult cases at their discretion. Clinicians accessing eConsult through their EMR will not receive duplicate reports. For manual generation of HRM reports through the OTNHub, the best practice is to submit the request once the case has been completed to reduce the number of updates sent to your EMR.

eForms: Eliminate Errors and Easily Submit Forms Through Your EMR

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 Accuro® EMR, Avaros EMR, EMR Advantage, YES EMR, and YMS EMR users. Make form submission easier for yourself and request eForms today! Other EMR vendors will be offering eForms this spring.

Did You Know?

Privacy and Security Training and Resources

New OMD Privacy and Security Handout

OMD has created a new privacy and security resource on How to communicate PHI securely. This two-page handout offers guidelines that outline physician obligations with respect to communicating personal health information (PHI) securely. Topics include secure messaging, data protection, *Personal Health Information Protection Act* (PHIPA) compliance, helpful tools, and what to do in the event of a privacy breach.

OMD Blog: Keep Health Data Private and Secure Every Day

Read our newest blog post by Ariane Siegel, General Counsel and Chief Privacy Officer, OMD. This piece is a featured spotlight on community clinicians' voices heard on Data Privacy Day. It offers reflections on OMD's participation in the Information and Privacy Commissioner's panel that took place on January 27—and where we can do more.

Mindful Medicine: Adapting and Learning to Cope with Uncertainty

Although uncertainty is a common element of patient care, as clinicians, it feels better when you think you have all the answers. Join your family physician colleagues for a discussion about how to manage patients who have a complex diagnosis and discover tips on time management, resources for referrals and strategies to help you manage your own feelings.

Register now for the Ontario College of Family Physicians' (OCFP) upcoming event:

Mindful Medicine: Adapting and Learning to Cope with Uncertainty
Wednesday, March 22 from 8 – 9 am

This session is part of the OCFP's Practising Well Community of Practice. Past Community of Practice sessions are available as self-learning modules and participants can earn Mainpro+ credits for reviewing past session recordings and resources on their own time. More information is available on the Practising Well CoP Self Learning Program page.

Want Help with Your CPSO QI Project? Register Today—Spots Still Available!

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!

EMR-Integrated Tool for Heart Failure is Now Available, with More Coming Soon!

Heart failure is one of the five leading causes of hospitalization and 30-day readmissions and the most common cause of hospitalization for people over 65. Appropriate care can improve a patient's quality of life and help with symptom management.

Evidence2Practice Ontario (E2P) has released a new EMR-integrated tool that makes it easier for primary care clinicians to **access evidence-based information about heart failure at point-of-care**. It is currently available for TELUS PS Suite, with versions coming soon for OSCAR Pro and Accuro QHR.

What's next? The E2P team will be launching tools for **major depression and anxiety disorders in adults** in spring 2023, starting with OSCAR Pro and Accuro QHR.

To support the tool's implementation and optimal use, E2P offers MainPro+ accredited, complimentary change management from the **eHealth Centre of Excellence**, and academic detailing sessions (1-on-1 discussions with a clinical pharmacist) from the **Centre for Effective Practice**. If you're interested in adopting E2P tools, **sign up via the E2P website**!

Leverage Our Expertise to Meet Your OHT's Digital Health Needs

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 your OHT with:

- Training and education
- Clinician adoption of digital health tools

- Funding proposals to implement new digital health tools
- Quality improvement and population health management

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

We are refreshing our annual OMD Conference name. Please select your top choice — or suggest your own!