

HRM®- COVaxON Update (All information is accurate as of March 2022)

OntarioMD (OMD) is committed to keeping you informed about changes to the delivery of COVID-19 vaccination reports via Health Report Manager (HRM®).

What you need to know:

- HRM will deliver approximately 750,000 backdated reports to EMRs starting on or around March 25. These are reports that were not entered into COVaxON at the time the vaccine was administered. They were entered into the system afterwards and therefore not sent to HRM previously.
- On November 3, COVaxON enabled backdated COVID-19 vaccination reports to flow through to HRM. This means that since November 3, you have been receiving backdated reports automatically through HRM to your EMR. However, backdated reports between May 18 and November 3, 2021 were not previously delivered to your EMR and you will receive these starting March 25.
- Backdated reports will be delivered to EMRs like all other COVID-19 vaccination reports and the content will be the same.
- HRM will stagger the delivery of the backdated reports over a month, starting on March 25. For Patient Enrollment Model (PEM) physicians, once these reports are delivered, your COVID-19 patient vaccination records will be complete.
- Backdated COVID-19 vaccination reports will arrive overnight during off-peak hours (i.e., 10:00 pm-6:00 am).
- You will see an increase in the number of HRM reports each morning because they will include backdated COVID-19 reports as well as any other HRM reports that were delivered overnight.
- Some physicians will receive more backdated reports than others. If you were part of a vaccine clinic that backdated reports, then you could receive substantially more.
- If you need help managing the reports, [videos and instructions](#) for Accuro® EMR, OSCAR Pro, and TELUS PS Suite users are available. For help on how to manage reports in other EMRs, please contact support@ontariomd.com.

Frequently Asked Questions:

Q1: Why are we getting these backdated reports now?

A1: Clinicians asked to receive an up-to-date, complete set of vaccination reports. Ontario Health and the Ministry of Health worked hard to find a solution for backdated reports and how to distribute them via HRM. OMD asked that these reports be delayed until March to accommodate the large volume of reports generated by pediatric and third dose COVID-19 vaccinations administered during December and January and not create a greater burden on physicians.

Q2: Is there anything I need to do at this time?

A2: No, you do not have to do anything at this time. You may want to look at the tools that are available on [OntarioMD.ca](https://ontariomd.ca) to learn how to process these reports when they arrive. You also may want to set up an office flow/delegation plan to be ready for potentially increased HRM reports starting March 25.

Q3: Can I opt out of receiving backdated COVID-19 vaccination reports and still receive other HRM reports?

A3: No, you cannot opt out of receiving backdated COVID-19 vaccination reports. You cannot limit or turn off HRM for specific sending facilities, or for selected report types. Deactivating HRM would stop the delivery of reports from all sending facilities, which is not recommended for reasons of patient safety.

Q4: How do I handle the backdated COVID-19 vaccination reports in my EMR?

A4: The backdated reports will arrive in batches overnight staggered over a month so you will see a larger than usual volume of these reports in your EMR Inbox in the morning. These reports appear in the same manner as your other HRM reports. If you need assistance with managing HRM reports, [videos and instructions](#) for Accuro® EMR, OSCAR Pro and TELUS PS Suite users are available. For help with how to handle the reports using other EMRs, or for any other help, please contact us at support@ontariomd.com.

Q5: Which period do the backdated COVID-19 vaccination reports cover?

A5: The backdated reports cover the period between May 18 and November 3, 2021 and were not previously delivered to your EMR.

Q6: How is the patient matched to a provider for the COVID-19 vaccination reports through HRM?

A6: Some primary care provider names were recorded in COVaxON when patients received their vaccinations. Where the primary care provider was not recorded during the vaccination, the patient-to-provider matching is done using enrollment data from the Ministry of Health's CAPE (Client Agency Program Enrolment) database. CAPE data matches patients to their primary care provider only if they practice in a patient enrollment model (PEM) such as a Comprehensive Care Model, Family Health Group, Family Health Network, Family Health Organization, or Family Health Team.

Q7: Will there be any changes to the content of the vaccination reports in March?

A7: No, the content in the reports will remain the same:

- The SF ID (Sending Facility ID) is still P100.
- The report category is Class 'Medical Records Report' with the sub-class '96874-3-COVID19 Immunization note'.

Q8: What does a COVID-19 vaccination report from COVaxON delivered by HRM look like?

A8: A COVID-19 vaccination report from COVaxON will appear in your EMR in the same way medical record reports appear now from HRM. They will look like the example below.

Example (approximate representation):

The following patient received a COVID-19 vaccine at The Ottawa Hospital Civic Campus

Name/Nom: [REDACTED]
Health Card Number/Numéro de la carte Santé: 1111999905
Date of Birth/Date de naissance: 1990-01-31
Gender: male

Product Name/Nom du produit: PFIZER-BIONTECH COVID-19 VACCINE mRNA
Lot/Lot: EK4175
Dose/Dose: 1
Site/Site: Left deltoid / deltoïde gauche
Date/Date: 2020-12-17
Vaccine Administered By/Vaccin Administré par: - [REDACTED], license #: 3000001
The patient had an immediate reaction to the vaccine: No
Comments:

COVID-19 IMMUNIZATION EVENT: You are receiving this notification based on enrollment data from Ministry of Health or you were identified as the primary care provider by the patient at the Immunization clinic. If you are not the Primary Care Provider for this patient, please ignore and delete this notification. ÉVÈNEMENT DE VACCINATION CONTRE LA COVID-19 : Vous recevez ce message car vos données d'inscription figurent dans les fichiers du ministère de la Santé ou parce que vous avez été désigné comme fournisseur de soins primaires par le patient à la clinique de vaccination. Si vous n'êtes pas le fournisseur de soins primaires de ce patient, veuillez ignorer et supprimer ce message.

Q9: What do I do if I received a COVID-19 vaccination report for a patient who isn't mine?

A9: You are receiving the report for the patient based on enrollment data from the Ministry of Health or you were identified as the primary care provider by the patient at the vaccination clinic. If you are not the primary care provider for the patient, please ignore and delete the report. Please follow your privacy policies. You may also contact COVaxON application's privacy contact at OH-DS_servicedesk@ontariohealth.ca.

Q10: Will the backdated reports include new or replacement reports for reports since May 18 that were missing information?

A10: No, if you received COVID-19 vaccination reports with missing information (e.g., missing vaccine product type and missing lot number) from COVaxON via HRM since May 18, 2021, these reports will not be replaced with new reports as part of the backdated report batches that will be delivered by HRM in March 2022.

Q11: Which backdated vaccination reports are being sent to my EMR?

A11: Backdated vaccination reports occur when vaccinations are recorded in COVaxON well after the time of the administration of the vaccine to patients, for example, data entry was completed many hours or day(s) after the vaccine was administered. As COVaxON records are being delivered in real-time daily through HRM, some backdated

vaccination reports were not initially being included in the daily flow to HRM that was initiated on May 18. This problem was identified and corrected on November 3 and backdated reports since November 3 have been flowing automatically through HRM to your EMR and you already have these reports. These reports appear in your EMR like all other COVID-19 vaccination reports from the provincial COVaxON vaccine management system through HRM.

Any backdated reports prior to May 18, 2021 were included with the historical reports delivered in October and November 2021.

The backdated reports to be delivered in March are for backdated vaccinations between May 18, 2021, and November 3, 2021, when COVaxON rectified the backdated issue. These reports will be delivered to your EMR on or around March 25 2022 and spread out over a month.

Q12: Where a health card number is not provided at time of vaccination, are vaccination reports sent to the primary care provider?

A12: No, if the health card number is not provided at time of vaccine administration, then a vaccination report is not sent to the primary care provider via HRM.

Q13: Why can't I receive a list of my unvaccinated patients like I receive for patients who need preventive screening and avoid the extra work to reconcile reports with my EMR data?

A13: You can receive a list of your unvaccinated patients. Physicians who practice in a Patient Enrollment Model (PEM) have been able to download the Ontario Health (OH) eReports for their full patient roster since early September 2021. The eReports have a Yes/No column that identifies whether the patient has a vaccination record in COVaxON. This enables physicians to sort on this field to identify patients who may not be vaccinated. This change is a direct and seamless way to help reach eligible Ontarians who are not vaccinated and would reduce the administrative burden on physicians who are reconciling information from the eReports with their EMR data. In mid-September 2021, the frequency of these eReports went from monthly to weekly and a notification email is sent every Monday morning notifying registered PEM primary care physicians of any updates. Additional enhancements were also implemented November 15 to include third dose information and a new report that provides a vaccine summary for all rostered patients. The OMA and OMD have offered to work with the Ministry and OH on a solution for physicians who are not part of a PEM to receive data on their unvaccinated patients.

For PEM physicians who need help reconciling the eReports with their EMR data, [OMD toolkits](#) for some of the most widely used EMRs are available. If you would still like some help, please contact OMD at support@ontariomd.com.

Q14: How can I get HRM?

A14: If you are a clinician and you use an [OMD-certified EMR](#), contact OMD at support@ontariomd.com to request access to HRM.

Q15: How can I get help with HRM or managing COVID-19 vaccination reports?

A15: If you need help, have a question about COVID-19 vaccination reports, or about HRM, please contact OMD at support@ontariomd.com.

If you would like help because you have encountered an issue with a report delivered by HRM, please provide some details such as report identifiers or report date and time and the name of the clinician who received the report. Please do not send any personal health information (PHI) in an email for any reason.