HEALTH REPORT MANAGER (HRM)

Health Report Manager (HRM) is an award-wining digital health solution developed by OntarioMD. It improves communication among health care providers by enabling physicians and practices using an OntarioMD-certified electronic medical record (EMR) to securely receive patient reports electronically from hospitals and other health care facilities directly into their EMRs. By eliminating paper reports, HRM makes report delivery safer and more secure while saving time and money for both hospitals and specialty facilities that send reports as well as the physician practices that receive them.

Thousands of physicians across Ontario are now using HRM to receive reports from most Ontario hospitals that are benefitting from the security, scalability, ease, and speed of HRM report delivery. Over a million reports are delivered every month to individual physicians who use these reports to follow up with their patients and deliver the best possible patient care. OntarioMD is leading the expansion of HRM across the province in collaboration with the LHINs and other delivery partners.

eNOTIFICATIONS

Sent through HRM, eNotifications alert physicians and their practices in real time when a patient has been discharged from an emergency department, or admitted or discharged from an in-patient unit. eNotifications help improve communications and care coordination between hospitals and family physicians, especially with respect to hospital visits of complex care patients. eNotifications also support Health Links by enabling faster and safer follow-up treatment, and potentially reducing hospital readmissions.

eNotifications have been recognized by Accreditation Canada as a Leading Practice.

OLIS DEPLOYMENT

OntarioMD is leading the deployment of the Ontario Laboratories Information System (OLIS) to physician practices on behalf of eHealth Ontario. OLIS is a system that connects hospitals, community laboratories, public health laboratories and practitioners, to facilitate the secure electronic exchange of laboratory test orders and results. Clinicians using an OntarioMD-certified EMR can access the latest lab results for their patients or perform patient queries.

OntarioMD is also working with Canada Health Infoway on OLIS Practitioner Query (OLIS PQ). OLIS PQ is the most streamlined approach to integrating lab test ordering and receiving results within clinician workflows. With faster delivery of lab information, physicians can act on abnormal laboratory results when they become available.

PROVINCIAL eCONSULT INITIATIVE

eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

OntarioMD has partnered with the Ontario Telemedicine Network (OTN) and the Champlain BASE eConsult service to implement a phased Provincial eConsult Initiative. The initiative is currently in pilot phase and continues to recruit a limited number of family physicians in all LHINs. OntarioMD will be expanding eConsult to physician practices across all LHINs once provincial expansion is approved by the MOHLTC.

EMR PHYSICIAN DASHBOARD

OntarioMD is leading an initiative that will demonstrate continuous improvement in the clinical value of EMRs through the EMR Physician Dashboard. The EMR Physician Dashboard is a priority for all LHINs.

The EMR Physician Dashboard provides a framework for real-time access to an introductory set of high-value provincial indicators from Health Quality Ontario (HQO), the Canadian Institute for Health Information (CIHI) and the Association of Family Health Teams of Ontario (AFHTO), along with indicators to improve management of physician practices such as the percentage of eligible patients within a roster who've been screened for colorectal cancer. Physicians will see these population health indicators at a glance and can develop action plans.

eREFERRAL

eReferral enables primary care clinicians to electronically refer their patients to specialists. eReferral facilitates communication between clinicians, the scheduling of appointments, and the transfer of patient records. In collaboration with provincial delivery partners and the Pan-LHIN Referral Management Working Group, OntarioMD has identified the high-level requirements, and has submitted a business case for a provincial eReferral service to the MOHLTC aligned with plans in the 2017 provincial budget to expand the eReferral service to patients in additional LHINs.

EMR PRACTICE ENHANCEMENT PROGRAM

The EMR Practice Enhancement Program (EPEP) is a provincial service designed to help physicians enhance their EMR skills and efficiency. No matter the current level of EMR skill, EPEP offers a current analysis of EMR use, practice workflow and data quality to help physicians move beyond data capture and use information to improve patient care and practice efficiency. EPEP provides physicians hands-on support from Practice Advisors and Peer Leaders, who are expert EMR users, to create an enhancement plan that reflects unique practice priorities, leading to improved workflow.

To get started with EPEP, physicians are encouraged to complete an EMR Progress Assessment (EPA). The EPA is a survey designed to help physicians identify their current EMR skill level and areas in which they would like to improve.

PEER LEADER PROGRAM

OntarioMD's Peer Leader Program is a network of physicians, nurses and clinic managers across the province who are expert users of OntarioMD-certified EMRs, and can help physician practices realize more clinical value from their EMRs.

Peer Leaders provide consulting services to physician practices that can lead to more efficient EMR use and workflow, optimization of existing EMR functions, access to additional functionality, and improved clinical decision support.

EMR CERTIFICATION PROGRAM

OntarioMD is Ontario's EMR certification body and manages the EMR Certification Program. Certified EMRs are a mandatory requirement for physician practices to access provincial digital health applications such as HRM, eNotifications and OLIS. Over 14,000 physicians use OntarioMD-certified EMR products.

The EMR Certification Program continuously evolves certified EMRs, taking into account the future of digital health in Ontario and the rest of Canada. It also helps physician practices leverage new EMR functionality that leads to their optimized use of a certified EMR.

EMR: EVERY STEP CONFERENCE

The EMR: Every Step Conference is OntarioMD's flagship conference and Canada's largest EMR conference series focused on educating physician practices on realizing the full benefits of a certified EMR. Since 2012, over 4,000 attendees have participated in the conference series.

Two conferences are held every year across Ontario. Past conference locations have included Ottawa, Toronto and London.

CLINICIAN ENGAGEMENT

In addition to its digital health products and services, OntarioMD's teams of Practice Advisors cover all LHINs and provide change management services to integrate physician practices with new digital health technology. They assist physicians to navigate and successfully complete various enrolment processes, understand subscription agreements and are at the service of physician practices to address their needs.

PRIVACY

OntarioMD provides privacy, security and legal expertise to physician practices to educate them about their role and responsibilities as Health Information Custodians under the *Personal Health Information Protection Act* (PHIPA). Privacy and security tools and resources are available to all physicians and are regularly updated to address emerging technology or new cyberthreats.

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OntarioMD
Empowered Practices. Enhanced Care.

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INTEGRATING PRIMARY CARE
WITH DIGITAL HEALTH

OntarioMD is a trusted health system partner for the Ontario Ministry of Health and Long-Term Care (MOHLTC), Local Health Integration Networks (LHINs) and other organizations who need to deploy their digital health products to primary care physicians, nurse practitioners and community-based specialists to realize the strategic priorities of the *Patients First Action Plan*. OntarioMD also takes a LHIN-based approach to delivering its own provincial digital health products and services to the primary care sector.