

CARE4 Hospitals: Temporary Suspension to Report Delivery via Health Report Manager

Key Messages:

- Collingwood General and Marine Hospital (CGMH), Georgian Bay General Hospital (GBGH), Headwaters Health Care Centre (HHCC), and Royal Victoria Regional Health Centre (RVH) have partnered to implement a new health care information system (HCIS), MEDITECH Expanse on **September 18, 2021**.
- Upon implementing the new HCIS, all four hospitals will suspend report delivery via Health Report Manager (HRM®) to clinicians' electronic medical record (EMR) systems to perform clinical validation testing with Ontario Health.

Frequently Asked Questions:

Q1. What is HRM?

A1: Health Report Manager (HRM®) is an OntarioMD (OMD) service that enables report delivery (e.g., discharge summaries) from participating hospitals and specialty clinics to clinician electronic medical record (EMR) systems.

Q2. Why is there an upcoming pause to HRM report delivery?

A2: Starting September 18, Collingwood General & Marine Hospital (CGMH), Georgian Bay General Hospital (GBGH), Headwaters Health Care Centre (HHCC), and Royal Victoria Regional Health Centre (RVH) are required to perform and pass validation with Ontario Health to ensure patient data contributed to HRM through the Acute and Community Clinical Data Repository (acCCR) meets provincial standards for distribution. During the validation period, patient reports are not sent to HRM for report delivery.

Q3. How long is the temporary suspension going to last?

A3: Based on previous implementations and the complexity of the testing that is required, Ontario Health estimates it will take between two to six weeks for the clinical validation cycle to be completed and approved. Every effort will be made to minimize this disruption to HRM report delivery. The four hospitals will notify you once report delivery is resumed through HRM.

Q4. Which reports are affected?

A4: HRM delivers Medical Record (MR) and Diagnostic Imaging (DI) reports. A full list of reports delivered by the four hospitals can be found on the OntarioMD (OMD) Sending Facilities Live on HRM®: <https://www.ontariomd.ca/products-and-services/health-report-manager/sending-facilities>

Q5. How will I receive CARE4 hospital reports during the suspension?

A5: All reports will be delivered using the hospitals' faxing solution.

Q6. Will reports delivered during the suspension period will be re-sent through HRM?

A6: Queued reports in MEDITECH Expanse will be released through HRM once Ontario Health has tested and approved the new system. Offices will need to review these reports (which may have been delivered via fax during the suspension) to ensure that all patient information has been validated.

Q7. Will reports be sent as text or PDF document format following the migration to the new HCIS and resumption of HRM report delivery?

A7: All four hospitals will send their reports in text format. Please visit our Sending Facilities Live on HRM® page to download and view full list of Report Types:

<https://www.ontariomd.ca/products-and-services/health-report-manager/sending-facilities>

Q8. What happens if I think I may be missing a report?

A8: Please call the hospital's Health Information Management to request it:

- Collingwood General and Marine Hospital- 705-445-2550 Ext 8440
- Georgian Bay General Hospital- 705-526-1300 Ext 5163
- Headwaters Health Care Centre- 519-941-2410 Ext 2208
- Royal Victoria Regional Health Centre- 702-728-9802 Ext 42563

Q9. When report delivery via HRM resumes, what is the stop paper policy for the four hospitals?

A9: All four hospitals will automatically initiate the stop paper process upon receipt of notification that the recipient has subscribed to HRM.