

November 2022

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

From the CMO's Desk: Update on the HRM Task Force



OntarioMD (OMD) is committed to providing clinicians with new, useful technologies, and to improving established products like Health Report Manager (HRM®), which delivers hospital reports straight to your EMR. That's why we convened an HRM Experience Improvement Task Force this past spring and set up three working groups to work on eliminating HRM pain points.

I've reported to you on the work of the Task Force in previous issues of this newsletter as my personal commitment to keep you informed. This is the latest update:

- The Sending Facilities (aka hospitals) Standards Working Group (WG) met on Nov. 2. Standards ensure sending facilities deliver consistent and shorter reports, and no duplicates. OMD shared our draft standards for each pain point with the Sending Facilities WG for their input. Based on the feedback from the Standards WG, an options analysis will be conducted in advance of the next meeting to keep this important work moving forward.
- The EMR Usability WG met on Nov. 8. Members have been supportive of the recommendations for usability improvements, and we are working towards finalizing the proposed execution plan.
- The Advisory Circle met on Nov. 9. It is supportive of performing an options analysis and continues to advocate that a solution is needed now.
- **Coming soon** – OMD will publish information on the HRM Task Force and current issues in a dedicated spot on OntarioMD.ca.

In the meantime, if you have questions about HRM, its Task Force or WGs, contact support@ontariomd.com.

Tip from a Peer Leader: Create Custom Lab Requisitions (Accuro®)

This month's tip comes from Dr. Vineet Nair, a family physician in London, Ontario, and a 2022 Luminary Award winner. [Watch the video](#) in which he shows you how to generate custom lab requisitions in Accuro EMR using the Form Editor tool. Learn how to prepopulate certain lab forms to reduce having to check off boxes for each lab or remember what to fill out each time.



If you would like more tips or advice from a Peer Leader, please contact peer.leader.program@ontariomd.com.

OMD Digital Health Advocacy



OMD advocates on behalf of physicians to ensure digital health tools, such as EMRs, as well as virtual care technologies meet your practice and patient care needs. As part of these efforts, we engage in important discussions online and in the media. We also attend partner events in the health care community to engage with you, your staff and other health care stakeholders.

Here are some recent OMD engagements:

- **Podcast: [Paving the way with medical technology](#)** – Alongside other health care leaders, OMD CMO **Dr. Chandi Chandrasena** provides her thoughts on advancing digital health and the development and use of medical technology within Ontario’s health care system.
- **Epic-HRM Town Hall – Ottawa** (Nov. 8) – OMD staff presented with the OMA on dealing with the impact on HRM reports and clinician workload due to migrations from one HIS to another.
- **Family Medicine Forum** (Nov. 9-12) – OMD had a booth to raise awareness and answer questions around clinically valuable products and services.



What’s coming up:

- **Infoway Fall Partnership Conference 2022** (Nov. 15-16) – OMD CEO **Robert Fox** will give an Industry Showcase and Breakfast Presentation, providing an overview of the barriers health care system decision-makers face in trying to engage clinicians, particularly at the community level. He will also cover OMD’s strategies, solutions, and partnership opportunities to overcome challenges and facilitate clinician engagement in Ontario.

Digital Health and Virtual Care Tools

HRM Report Delivery from Atlas Alliance Hospitals, Bruyère Hospital and Hôpital Montfort



On Nov. 5, Deep River and District Hospital, Kemptville District Hospital, and Winchester District Memorial Hospital migrated to the shared instance of Epic with the Atlas Alliance Hospitals and continued report delivery through Health Report Manager (HRM®). The go-live of Bruyère Hospital and Hôpital Montfort on HRM has been delayed. We will update you when we have new timelines for when Bruyère Hospital and Hôpital Montfort will be sending reports through HRM.

If you still don’t have **HRM** and would like to get connected, or to learn more about the benefits of this tool for your practice, [contact us today!](#)

Supports for Online Appointment Booking

Online Appointment Booking (OAB) allows patients and their caregivers to request or schedule virtual or in-person primary care appointments using a computer or mobile device. This decreases the chances of ‘no shows’ and results in less administrative work spent on booking appointments, helping to maximize practice efficiency and redirect clinic staff’s time toward essential patient-centred activities.

OMD Advisors can help you choose the right OAB for your practice.



OMD Educates partners with OMA:

- To learn more about OAB, read OMD’s [Benefits of Online Appointment Booking](#) brochure.
- View the [OAB Webinar Recording](#) recently hosted by OMD and OMA. This session, presented by OMD Physician Peer Leader Dr. Stephen McLaren, highlighted the benefits of OAB, the different options, integration with EMRs, how OMD can help, and more.

COVID-19 HRM Vaccination Reports Update



The new Pfizer-BioNTech COMIRNATY Bivalent vaccine has been added to COVID-19 vaccination reports you receive through Health Report Manager (HRM®).

Get Access to Drug Information, Including Pharmacy Flu Shots

Be ready in time for flu season and streamline your patient outreach efforts! With access to [drug information through your EMR](#) from the Digital Health Drug Repository (DHDR), you can now see which of your patients have received a flu shot at the pharmacy. Also, securely view other important medication information, such as dispensed drugs covered under the Ontario Drug Benefit (ODB) Program, narcotics or controlled substances, and COVID-19 vaccination information.



Start the process to get connected to the DHDR. Contact support@ontariomd.com or your local OMD Advisor.

Axe the Fax: Make Form Submission Easier with eForms



OMD is making form completion easier for you. We are working with Ontario Health and the Ontario Ministry of Transportation (MTO) as a first step to automate the cumbersome form-filling process, and eliminate faxes, with the launch of [eForms](#).

eForms are digital forms that you can complete from the convenience of your EMR. They are an improvement over other digital forms in EMRs, which arrive as faxes at the receiving organization. You no longer have to fax paper or digitally to various organizations, only to have them be 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 YES EMR and YMS EMR users, and several EMR vendors are offering eForms this fall. Make form submission easier for yourself and [request eForms today!](#)

Did You Know?

OMD Educates: Digital Health & Virtual Care Conference Sponsored Sessions

OMD thanks all the event sponsors of our Digital Health & Virtual Care Conference. Please [view the recordings of the sponsored sessions](#) from the conference where you can learn more about innovations and enhancements in digital health and virtual care.

Missed this year's conference? Watch the recordings of the keynote speeches and all the other sessions at [OntarioMD.live](https://ontariomd.live).



OMD Celebrates Digital Health Week



To celebrate national Digital Health Week 2022 from Nov. 14 to 20, OMD is hosting a [Privacy and Security webinar](#) on November 15. In this session, OMD's General Counsel and Chief Privacy Officer will provide an overview of new developments on this important topic and will provide practical recommendations for the delivery of virtual care. OMD will also be sharing tips on social media and product updates for you to learn more about digital health tools. Join the conversation online with [#thinkdigitalhealth](#). View [OMD's lineup of activities for Digital Health Week](#).

Reminder: ABELMed Updates

ABELSoft Inc. announced in November 2021 that the company will not be developing major new functionality or integrations with provincial EHR services such as the Digital Health Drug Repository (DHDR), eConsult and others. It will only be making small, but essential enhancements to the EMR. Regarding existing access to integrated services such as OLIS and HRM, ABELSoft will not be implementing any updates for these tools or initiatives including maintaining OMD Certification Program standards beyond PC-2018-01 (an earlier EMR Certification Release outlining a set of mandatory EMR specifications).



In January 2022, ABELMed also announced that it will **cease providing First Databank (FDB) drug file updates beyond December 31, 2022**. OMD staff can provide you with information on how to do your own drug interaction checking and suggest an alternate tool. Contact us at support@ontariomd.com.

Protection and Prevention: Privacy & Security Resources



OMD Blog: Read OMD's newest blog post, '[You're going to need a bigger boat...": Protecting Your Community Practice from Cyber Threats](#),' that discusses how to ensure appropriate policies and procedures are in place to prevent cyber attacks.

Tips and Tricks: Check out our handout on '[8 Essential Steps for Cybersecurity Success](#)' to help protect your practice and patient data.

Ransomware Alert: A [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.

OMA Insurance: A New Enhancement to Group Term Life Products

For over 65 years, OMA members have enjoyed the benefits of purchasing term life products through OMA Insurance. Whether a 10-year, 20-year, or Term 75 product, members have received the discount associated with its group buying power. Members can now purchase the Child Life Rider on their term life policy, either existing or new. Contact info@omainsurance.com or complete the [online form](#) to learn more from an OMA Insurance Advisor.



OHTs: Use Our Breadth and Scope to Reach Clinicians in Your Area



Did you know that our expert staff and team of OMD Advisors live in your Ontario Health Team (OHT) in every area of Ontario? We understand your region and your unique needs and can help you adopt digital health tools like HRM, which are recommended in Ontario's [Digital Health Playbook](#).

We have almost 20 years of experience with clinician onboarding to digital health tools, training, population health management and developing funding proposals. Our Advisors and Peer Leaders, combined with our powerful clinician database, can help you reach the clinicians in your OHT and make digital health tool adoption in your area much easier.

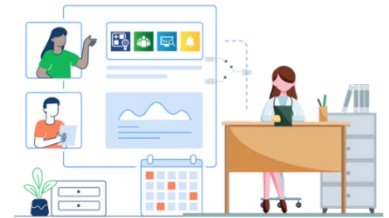
Contact us at support@ontariomd.com to help us realize and assist in the clinician engagement goals for your OHT.

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 OMD-certified EMRs!

We can also connect your EMR to [drug information](#), [eConsult](#), [eForms](#), [hospital reports](#), 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 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

Have you signed up for access to drug information through your EMR (Digital Health Drug Repository), or do you plan to?