October 2022

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

From the CMO's Desk: The Value of OMD-Certified EMRs

Did you know that OntarioMD (OMD) has an EMR Certification Program? We certify EMRs for clinician use in Ontario, giving you access to provincial systems and other digital health tools from your EMR to support patient care and help simplify your life.

Why should an EMR be certified? An OMD-certified EMR adds tangible value to your clinical practice in several ways:

- Connects you to provincial systems, offering you a gateway to the comprehensive and up-to-date patient information you need—like hospital reports (HRM), lab test results (OLIS) and drug data (DHDR) to provide more informed patient care
- Provides secure, integrated access to provincial tools to streamline workflow and save time—reducing the need to log into many separate portals that require additional usernames and lengthy passwords!
- Regularly adds new functionality and tools, such as a population health management dashboard
- Meets minimum requirements for data, privacy and security and clinical functionality, so that the same standards are available in every certified EMR

The **Digital Health Drug Repository (DHDR)** is a recent provincial tool integrated with certified EMRs. It lets you know which medications have been dispensed to which patients, giving you the Best Possible Medication History. You can securely view dispensed drugs covered under the **Ontario Drug Benefit (ODB) Program**, **narcotics or controlled substances**, and **COVID-19 vaccination** information. If you use a certified EMR, your vendor must make integrated DHDR access available to you by November 2022 to maintain their certified status. I recommend starting the process today to beat the rush. Contact our team to get connected to the DHDR.

As always, if you have questions about certified EMRs or connecting to any provincial digital health tools, contact support@ontariomd.com.

Tip from a Peer Leader: Simplify through Bundling Forms (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 bundle forms in Accuro EMR using the Form Editor tool, such as for STI Lab Test Requisitions, to help simplify and consolidate documentation.

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

Digital Health and Virtual Care Tools

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

In late October, Bruyère Hospital and Hôpital Montfort will be sending reports through Health Report Manager (HRM®). In early November, Deep River and District Hospital, Kemptville District Hospital, and Winchester District Memorial Hospital will be migrating to the shared instance of Epic with the Atlas Alliance Hospitals and will continue report delivery through HRM.

If you still don't have **HRM** and would like to get connected or learn more about how to leverage it for your practice, contact us today!

Reminder: Prepare for Flu Season and Fall COVID-19 Wave with EMR Search Tools

We're already part way through autumn, which means it's time to prepare for the upcoming flu season and anticipated fall COVID-19 wave. OMD can help you develop EMR searches to find patients who need a flu shot. Contact us to get started, and let us know how else we can help!

EMR search tools are also posted on OMD's website to identify your eligible patients who are due for their next dose of the COVID-19 vaccine. Searches are available for ABELMed, Accuro®, OSCAR and TELUS PS. If you have any questions about using the tools, please contact support@ontariomd.com or your EMR vendor.

Step Right Up: Get Access to Drug Information

Clinic Information System (CIS/P&P) and TELUS Health Solutions Inc. (CHR) users recently received an email with information on how to get access to drug information in their EMRs from the provincial Digital Health Drug Repository (DHDR). Indicate your interest and beat the crowd by contacting support@ontariomd.com or your local OMD practice advisor.

eForms Integration with HRM

OMD has heard your complaints about the time it takes to fill out so many forms. We listened and took action! We're happy to announce that the new eForms application is not only available to you, but it's now integrated with HRM. This means that for HRM users, any eForms you submit from your EMR will come back to your EMR via HRM, adding a little bit of clinical efficiency to your practice. If you still don't have HRM, ask for it today!

eForms are digital forms that you can complete from the convenience of your EMR. You no longer have to complete paper forms for faxing 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!

Reminder: New EMR Tools to Vaccinate Patients Aged 12 to 17 Years Old for COVID-19 Booster

Check out the newest EMR searches (Accuro® EMR, OSCAR Pro, and TELUS PS Suite EMR) to identify patients who are 12 to 17 years old (up to age 17 + 364 days) and may be eligible for the COVID-19 booster or a 3rd COVID-19 dose **IF immunocompromised***. Contact us at support@ontariomd.com if you have any questions or require additional support with your practice and quality improvement initiatives.

***NOTE**: Queries search age range, administered quantity, and date of last COVID-19 vaccine ONLY; clinicians will need to review lists to identify immunocompromised patients for appropriate follow-up.

Did You Know?

OMD Educates: Digital Health & Virtual Care Conference 2022 Recap

On Sept. 29 and 30, we hosted our third entirely virtual Digital Health & Virtual Care Conference. This year's conference was expanded to almost two full days of learning for clinicians and their staff. Participants attended a variety of important sessions on privacy and cybersecurity, remote patient monitoring, artificial intelligence in health care, clinician wellness, quality improvement, billing and more! Day 1 featured a keynote panel on 'The Art of Practicing Medicine,' which discussed the humanity of medicine and the importance of not losing it when practicing patient care. Panelists included **Dr. Keith Thompson**, OMD Physician Peer Leader and family physician, **Dr. Thomas Freeman**, Professor Emeritus (Active) and an Adjunct Research Professor, Schulich School of Medicine and Dentistry, Western University, and **Sydney Graham**, OMD Patient Leader and Patient and Caregiver Engagement Specialist and Educator, and the session was moderated by OMD's CMO **Dr. Chandi Chandrasena**.

Day 2 coincided with the National Day for Truth and Reconciliation and Orange Shirt Day. We marked this important occasion, honouring Indigenous Peoples of Canada and their history, by dressing in orange and wearing 'Every Child Matters' buttons. We kicked off the day with a keynote address by **Tracey Lindberg**, Indigenous-Rights Activist, Professor of Law & Acclaimed Author of 'Birdie'.

The conference was also an excellent opportunity for our health system partners and other stakeholders to hear your questions and experience OMD's clinician engagement and education work.

We received a fantastic event turnout from the health care community:
- **2,223** pre-registered attendees
- **23,741** stream views and **4,095** visitors (and counting!) to OntarioMD.live
- **1,196 additional attendees** joined throughout the two days
- Attendees tuned in from **31 countries**

Missed this year's conference? You can watch the recordings of the keynote speeches and all the other sessions at OntarioMD.live.

2022 OMD Luminary Award Winners

During our Digital Health & Virtual Care Conference, we announced this year's OMD Luminary Award winners. Interest in these awards has grown year over year with three times the number of nominations as last year. This

campaign/program is OMD's way of honouring YOUR hard work to make digital health work for you and your patients. We love hearing winners' impactful digital health success stories and look forward to sharing them with you so you can learn from them. This year, there were 22 very worthy individual winners and 6 winning teams. Watch the video of the winners' names and practices to learn more.

OMD Educates: Upcoming October Webinars – Register Now!

Join us for our next two exciting and practical OMD Educates webinars scheduled this month.

ONLINE APPOINTMENT BOOKING (OAB)

Wednesday, October 26 from 12 – 1 pm EST
- **Register for this session**

In this session, participants will learn about:

- Going over a checklist and an approach to look at different online booking options
- Does OAB integrate with your EMR? Seamless integration and costs associated with the tool
- Physician engagement and hesitancy - what's in it for me, what's not in it for me
- How to incorporate OAB into workflow and block fees for online booking
- How OMD can help you with OAB
- How to use OAB in your clinic

This session is presented by OMD Physician Peer Leader Dr. Stephen McLaren, and hosted in partnership with the OMA.

HOW TO USE YOUR EMR BETTER – SPECIALISTS HACKS

Wednesday, October 26 from 5:30 – 6:30 pm EST
- **Register for the Accuro EMR Session**
- **Register for the OSCAR EMR Session**
- **Register for the PS Suite (TELUS Health) EMR Session**

In this session, three OMD specialist Peer Leaders describe a day in the life of their clinic using their Accuro, PS Suite and OSCAR EMRs, and are joined by OMD Advisors. Topics include:

- Customizing your EMR—an important need for specialists
- Illustrating the struggles with the EMR unique to specialists and solutions to address them
- Incorporating your EMR to fit into your workflow and using it to its full capacity (your EMR is more than a "digital" paper chart)

This session is presented by OMD Specialist Peer Leaders Dr. Vandana Ahluwalia, Dr. Mahesan Srivamadevan, and Dr. Laila Bishara.

Update on the HRM Experience Improvement Task Force

The HRM® Experience Improvement Task Force and its working groups were formed to find solutions to address your pain points with HRM. Making solutions to HRM's pain points a reality requires the cooperation of all its stakeholders—Ontario Health, hospitals, EMR vendors, HIS vendors and their decision makers—to execute the Task Force's recommended solutions. We are very close to completing the draft standard for

sending facilities (i.e., hospitals and specialty clinics) that will make report delivery a consistent and more manageable experience once implemented by the sending facilities. These are the next working group meetings to advance the Task Force's mandate: Sending Facility Standards (Nov. 2), Advisory Circle (Nov. 9) and EMR Usability (Nov. 8). If you have any questions about the work of the Task Force or its working groups, please contact support@ontariomd.com.

EMR Communities of Practice: Join Our Upcoming Accuro Meeting

Do you wish you could discuss your electronic medical record (EMR) with other physicians who also use it and get useful and time-saving tips? Join our upcoming OMD QHR Accuro® EMR Community of Practice (CoP) meeting on **Thursday, November 10 at 2:00 PM EST**! We will be discussing new updates and feature enhancement requests with the vendor, and OMD's digital health tools. To register, fill in the Membership Sign-Up Form and we'll send you the invitation to join. If you're unable to attend, the meeting will be recorded so you can watch it later.

Interested in joining the CoP for your EMR? Learn more and sign up to be a member today!

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. If you use ABELMed, you will still be able to access HRM and OLIS, but ABELSoft will not be implementing any updates for these integrated tools. If you need to add a new EMR user, ABELMed will still do that.

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.

Stay Safe: Privacy & Security Resources

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.

Reminder for HRM Users: Don't Forget to Stop the Paper and the Fax

Now that you're using HRM and securely receiving patient reports electronically, how can you stop the duplication of receiving them by paper or fax and save yourself some time? Some sending facilities (hospitals and other clinics) require you to ask them directly to stop faxing. Visit OMD's Sending Facilities page to see if the hospital(s) faxing you reports has this option and submit your request to the listed contact to stop paper.

Resources and Supports from Canadian Pharmacists Association

For more than half a century, the Canadian Pharmacists Association's publishing department has specialized in medication therapy management with the Compendium of Pharmaceuticals and Specialties **(CPS)** commonly known as the *'big blue book.'* Today, the CPS is available online and used in every clinic, pharmacy, physician's office and hospital in Canada.

CPS is a Canadian standard for **drug monographs** and contains information on thousands of Health Canada-approved products, like drugs, vaccines, natural health products and some medical devices. **CPS Full Access** includes current, evidence-based **therapeutic information** and non-prescription therapy for most common conditions.

CPS Full Access features drug tables, treatment algorithms, and critical updates such as warnings, advisories and drug shortages. It is included in the cost of a Canadian Medical Association (CMA) membership.

Access this CMA member benefit today!

Reminder: COVaxON Reactivations and Retraining

If you have not used COVaxON within the last 30 days, you need to reactivate your COVaxON account. To reactivate it, email covaxon.support@ontariomd.com.

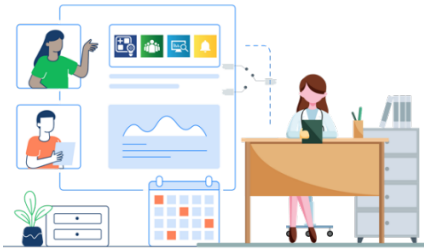Need a refresher on how to use COVaxON? Register for training.

How Can OHTs Engage the Clinicians in Their Areas?

By contacting OMD of course! 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, our population health management dashboard, 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

Which type of communication from OMD do you find most effective?