Central East Hospitals and HRM® Report Delivery

Key Messages:

- The Central East hospitals (Campbellford, Haliburton Highlands, Lakeridge Health, Northumberland Hills, Peterborough Regional, Ross Memorial and Scarborough Health Network) will implement Epic, a new health care information system (HCIS), on **December 3, 2021.**
- After the migration to Epic, you will see a larger volume of PDF reports sent through HRM® to your EMR from the Central East hospitals.

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: Will there be a suspension to HRM report delivery during the migration to Epic?
A2: Yes. Reports from the Central East hospitals will be held **between Friday, December 3 and Sunday, December 5**, and delivery through HRM will resume on **Monday, December 6**.

Q3: How will I receive hospital reports during the suspension?
A3: During the hospitals' migration to Epic, any reports that would be routed through HRM will be queued, and released on Monday, December 6. During this time, faxing will still be active for reports that are not routed through HRM (e.g., lab results) or if you have not requested to stop paper. If you have requested to stop paper, you will not receive a faxed report in place of the electronic report held from HRM, and you will instead receive the report from HRM on Monday, December 6.

Q4: Will reports delivered by fax during the suspension period be re-sent through HRM?
A4: Reports held in the HRM queue between Friday, December 3 and Sunday, December 5, will be released through HRM on Monday, December 6. There will be no duplicate reports delivered to your EMR.

Q5: Will reports be sent as text or as PDF documents when the hospitals migrate to Epic and resume HRM report delivery?
A5: All hospitals will send their reports as a mix of text and PDF documents. You will receive a higher volume of PDF reports than before. 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

Q6: If I have questions or concerns regarding the change to report delivery, who can I contact?

A6: Please contact the hospitals' Health Information Management teams:

- Campbellford Memorial Hospital – amitchinson@cmh.ca
- Haliburton Highland Health Services – helpdesk@rmh.org
- Lakeridge Health – itservicedesk@lh.ca
- Northumberland Hills Hospital – nhh_helpdesk@nhh.ca
- Peterborough Regional Health Centre – servicedesk@prhc.on.ca
- Ross Memorial Hospital – helpdesk@rmh.org
- Scarborough Health Network – servicedesk@shn.ca

Q7: When report delivery via HRM resumes with Epic, what is the stop paper policy for the hospitals?

A7: You will receive both faxed reports and reports through HRM until you contact one of the Central East hospital help desks to request stop paper. The help desk will create a ticket for you so that the stop paper request is applied across all of the Central East hospitals:

- Campbellford Memorial Hospital
- Haliburton Highland Health Services
- Lakeridge Health
- Northumberland Hills Hospital
- Peterborough Regional Health Centre
- Ross Memorial Hospital
- Scarborough Health Network

Please visit our Sending Facilities Live on HRM page to view each hospital's stop paper policy details: https://www.ontariomd.ca/products-and-services/health-report-manager/sending-facilities

If you have any questions about HRM, EMRs or any other digital health tools, please contact OMD at support@ontariomd.com and we can help you.