

HRM[®]-COVaxON Update (All information is accurate as of June 4, 2021)

Since the last update on June 2, OMD has updated the issue list for the HRM-COVaxON integration. Several issues have been rectified with implementation of a release on Friday, June 4. OMD will continue to work with the Ministry of Health (MOH) and Ontario Health (OH) to investigate other issues and will provide primary care providers (PCPs) with timely updates on resolutions.

Issues:

1. Report file name/path length exceeding 260 characters preventing HRM report downloads
2. Missing vaccine brand names and lot number in vaccination reports
3. Duplicate vaccination notifications in the clinician's EMR inbox for the same patient
4. Not receiving vaccination reports despite being identified as the PCP
5. Delays in delivering COVID-19 vaccination reports

Updates to These Issues:

- **Issues 1 & 2:** A fix for these issues has been developed and implemented on June 4. All file names for vaccination reports are expected to be the appropriate length and contain all relevant data fields from the patient's vaccination event allowing the report to be downloaded and filed correctly. Any existing vaccination reports within the EMR with missing data fields will not be amended or re-sent, and manual reconciliation will be required with the patient, using the COVaxON system, or by looking up the patient in the ConnectingOntario ClinicalViewer to ensure accurate vaccination information is reflected in the EMR.
- **Issue 3:** Although this issue is not fully resolved, some improvements have been made to reduce the number of duplicates. Therefore, you may continue to receive duplicate reports over the next several days. Duplicates currently received in your EMR will require manual reconciliation, filing, or deletion as appropriate for your clinic's workflow.
- **Issue 4:** OMD will continue to work with MOH and OH to investigate the cause. For the time being, we recommend that clinics document the vaccination event in real-time, and not process documentation after the event. A future release of the COVaxON system is expected to process post-event entries correctly.
- **Issue 5:** The delays have been resolved with the patch release on June 4.

Frequently Asked Questions:

Q1: How can I get help if I encounter issues with COVID-19 vaccination reports?

A1: If you notice any issues with COVID-19 vaccination reports or HRM in general, please contact us at support@ontariomd.com to report issues and request support.

Q2: How can I get HRM?

A2: If you are a clinician and you use a certified EMR, contact OntarioMD at support@ontariomd.com and ask for access to HRM.

Q3: How do I get access to the ConnectingOntario Clinical Viewer?

A3: If you are a health information custodian and would like to access the ConnectingOntario ClinicalViewer, please contact Ontario Health at servicedesk@ehealthontario.on.ca. You will need a ONE® ID from Ontario Health, and a browser that meets the requirements for access. Ontario Health will explain additional requirements to you.

Q4: Will the HRM reports with missing information be updated or replaced with new reports?

A4: No, if you received COVID-19 vaccination reports with missing information from COVaxON via HRM, these reports will not be replaced with new reports.