

HRM[®]-COVaxON Update (All information is accurate as of June 2, 2021)

Last week, a change to COVaxON caused a large number of EMR messages related to single vaccine events to be sent to primary care providers' (PCP) inboxes. The messages were for your own patients, as well as for other patients in your clinic. For some EMRs this issue may also have caused delays in receiving reports, reports not being downloaded or duplicate error messages. The issue was rectified within 24 hours, and OntarioMD (OMD) confirmed that only one vaccine notification per patient was actually sent and populated in the correct EMR record. PCPs could simply delete the numerous messages and no further action was necessary.

Since May 26, additional issues have surfaced affecting COVID-19 vaccination reports delivered via HRM:

Issues:

1. Delays in receiving reports (from about 11:00 a.m. on June 1 to 5:30 p.m. on June 2)
2. Missing lot number in Pfizer vaccination reports
3. Missing vaccine brand names for some vaccine reports
4. Duplicate vaccine notifications in the clinician's EMR inbox for the same patient
5. Not receiving vaccination reports despite being identified as the primary care provider (PCP)

Updates to These Issues:

- Issue 1 has been resolved and the feed has resumed. All held-back reports will be delivered over the next day or two.
- The Ministry of Health (MOH) has completed its analysis of issues 2 and 3. MOH is developing solutions to resolve them. The fixes are tentatively scheduled for this week, but the timeline is still to be confirmed.
- OMD will continue to work with MOH and Ontario Health (OH) to investigate issues 4 and 5, and we will continue to provide PCPs with timely updates on resolutions.
- New HRM reports to "fix" the vaccination events with missing information will not be re-sent.

Updates on Other Activities Related to the HRM-COVaxON Integration

Mandatory PCP Field for COVaxON

Community PCPs are currently receiving vaccine notifications via HRM only when **the PCP field has been filled** in the COVaxON system at the time of vaccination. An estimated 20% of reports include the PCP. At this time, the PCP field is not mandatory. OMD is advocating to make the PCP a mandatory field in COVaxON.

CAPE-HRM integration

This integration of COVaxON data with CAPE (Client Agency Program Enrolment) data for your enrolled patients would allow information for vaccinated patients to be sent to your EMR via HRM. This will increase your vaccine notifications to 75-80% of your roster. You will not get duplicate records when this happens. This enhancement is targeted **to go live at the end of June**.

Retrospective Data (before HRM began sending reports on May 18)

For vaccination events prior to the HRM-COVaxON integration on May 18, MOH is working with stakeholders to implement solutions which will likely be a combination of HRM data and downloadable patient lists.

Limitations

OMD understands that these solutions are not perfect and has identified some known limitations:

1) Non-PEM clinicians (PCP field not filled): will not get information via HRM or via patient lists. You can log into the ConnectingOntario ClinicalViewer and search for your patient individually. If you have access to COVaxON, you can also search the system for your patients.

2) Pediatricians: As Ontario begins vaccinating children, community pediatricians are asking for vaccination information for children. Some children will be vaccinated in your clinics.

At this time, pediatricians are not included in the PCP field of COVaxON. You will not receive HRM notifications or access to lists for your patients. You can also search for patients individually via the ConnectingOntario ClinicalViewer or search the COVaxON system. This process is not ideal and is a result of not having a reliable way to verify which children are followed by pediatricians. A database such as CAPE for pediatricians does not exist.

3) Patients without Health Card Numbers: At this time, this information will not come via HRM. If a health card number was not entered into COVaxON, then HRM cannot send a report. You can search for each patient individually via the ConnectingOntario ClinicalViewer or in COVaxON.

OMD is committed to keeping you informed about changes to the delivery of COVID-19 vaccination reports via HRM.

Frequently Asked Questions:

Q1: Is there anything I need to do at this time?

A1: No, no action is required at this time. If you notice any issues with COVID-19 vaccination reports or HRM in general, please contact us at support@ontariomd.com to report them and request support.

Q2: How can I get HRM?

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

Q3: How do I get access to the ConnectingOntario ClinicalViewer?

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, 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.