HRM®-COVaxON Update
(All information is accurate as of June 10, 2021)

OMD is committed to providing regular updates to HRM clinician users on issues that impact the delivery of COVID-19 vaccination reports to clinicians' EMRs from the provincial COVaxON system. The following issues have been confirmed as fixed and are no longer presenting issues for end users:

Issues Resolved and Confirmed

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. Delays in delivering COVID-19 vaccination reports

The following issues were previously identified and persist:

Issues that Persist:

4. Duplicate vaccination notifications in the clinician's EMR inbox for the same patient

This is an issue with the feed from the COVaxON system to HRM. COVaxON's application support team has identified a possible fix for the issue, and the solution is targeted for implementation as soon as it is confirmed the fix has resolved the issue. This will take approximately one week. Upon implementation, OMD expects all vaccination reports to flow to HRM, and then to EMRs only once. Duplicates currently received into your EMR will require manual reconciliation and filing or deletion as appropriate for your clinic's workflow.

5. Not receiving vaccination reports despite being identified as the PCP

This is an issue with the feed from the COVaxON system where backdating the time of the administration of the vaccination in the system after the event causes the event to not be processed to HRM. COVaxON support is aware of the issue. It is recommended that clinics document the vaccination event real time in the COVaxON system, and not record the vaccination event well after the time of the administration of the vaccine to patients or save the recording in COVaxON for the end of the day. The best practice to ensure timely report delivery to your EMR is to document the vaccination event in COVaxON with the current date and time and not back date/time.

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 or ClinicalConnect to access COVaxON reports?
A3: If you are a health information custodian and would like to access the ConnectingOntario ClinicalViewer or ClinicalConnect, 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.