

Apparent Duplicate COVID-19 Vaccination Reports from HRM®

Issue:

- A change was implemented on May 25, 2021 at 5:00 pm in the COVaxON system to address the file naming convention for COVID-19 vaccination reports sent to HRM.
- On Tuesday, May 26, clinicians reported receiving notifications and apparent duplicate reports of **COVID-19 vaccination reports**.
- This issue first appeared on Tuesday, May 25 and was **resolved on Wednesday, May 26** at 6:00 pm when the change in the COVaxON system was rolled back.
- Clinicians expressed concern about the high volume of error messages they were receiving and raised concerns about a possible privacy breach given the messages in the EMR.

Impact:

- **All HRM users who received a COVID-19 vaccination report were impacted and received multiple error messages for each report sent from the COVaxON system.**
- **At this time, there is no evidence to suggest that the error message /notifications attached to the COVID-19 vaccination reports resulted in a privacy breach.**
- **Start time:** Tuesday, May 25, 2021 at 5:00 pm.
- **End time:** Wednesday, May 26, 2021 at 6:00 pm

Frequently Asked Questions:

Q1: What happened and what does it look like in an EMR?

A1: A change was implemented to COVaxON on May 25 at 5:00 pm which resulted in all COVID-19 vaccination reports having the same **Report Number**. **This presents in the EMR as having a value of “Not Available”**. As EMRs use Report Number in identifying duplicates, this change caused the receiving clinician’s EMR to incorrectly identify **all** COVID-19 vaccination reports as duplicates. The error notification is an incorrect message.

Investigation has demonstrated that reports are being filed to the correct patient record. Your EMR may give you extra error messages alerting you and your clinic of the apparent duplication error. There are variations in how EMRs are configured to handle duplication and how many notifications are created; this has caused confusion and complaint.

Example of a notification seen in the community:

A previous version of this report has already been posted to a DIFFERENT patient chart
A message will be sent for these patients indicating the previous report may have been sent in error.
Patient #1470

Q2: What do I need to do?

A2: The COVID-19 vaccination reports are being filed in the correct patient records. **No duplicates were sent or incorrectly filed in other patient records.** You can delete or archive all the extra error messages/notifications. Contact OntarioMD at support@ontariomd.com if you have any questions or need help on how to do this.

Q3: How do I handle the hundreds or thousands of messages I received?

A3: Only one HRM message has gone to your patient's chart and it was properly filed to the correct patient chart. You can ignore any messages that say the report has been populated to the wrong chart.

We acknowledge the impact this has had on your clinic workflow and are available to support you with advice on handling the many messages you have received. Please contact us at support@ontariomd.com for support.