

HRM COVID-19 Notifications FAQ for Clinicians

Key Messages:

- HRM is delivering COVID-19 notifications for all test results (negative and positive) available in OLIS
- Alerting clinicians to the availability of test results in OLIS is a useful prompt to enable clinicians to consult the results proactively and take action sooner
- COVID-19 notifications through HRM do not include the actual lab results; lab results are available in OLIS
- COVID-19 notifications through HRM will appear in your EMR in the same manner that eNotifications, medical record and diagnostic imaging reports appear now

Frequently Asked Questions:

Receiving COVID-19 Notifications and What to Do with Them

Q1: Do I only receive COVID-19 notifications for positive test results through the HRM?

A1: No, you will receive COVID-19 notifications for both positive and negative COVID-19 test results. Please access the Ontario Laboratories Information System (OLIS) through your EMR or a provincial viewer for the actual test results. Please see Q13 for how to access OLIS or a provincial viewer if you do not currently have access.

Q2: How is the patient matched to a provider for the COVID-19 notification through HRM?

A2: The patient-to-provider matching is done for the COVID-19 notifications using enrollment data from the Ministry of Health. The data in the database is believed to be accurate to within 1 to 3 months.

Q3: Does the COVID-19 notification appear as a Diagnostic Imaging Report?

A3: Yes, the COVID-19 notification will appear as a Diagnostic Imaging Report because HRM was not designed to handle lab reports. Therefore, the closest match from a data perspective is to send a lab notification as a class 'Diagnostic Imaging' report with the sub-class 'lab' and LOINC number '34109-9'. While this isn't a perfect match, this solution facilitates the value of delivering the lab notifications proactively to your inbox during the COVID-19 pandemic so you can retrieve the results from OLIS.

Q4: Can HRM include the lab results in the COVID-19 notification?

A4: No, HRM will not deliver the actual lab test results in the notification. Please check OLIS through OLIS Patient Query in your EMR or through one of the provincial viewers (e.g., ConnectingOntario ClinicalViewer and ClinicalConnect) for the actual lab results.

Q5: How should I categorize a COVID-19 notification?

A5: It is up to each clinic to categorize the reports based on their own established workflows. COVID-19 notifications through HRM are sent as class 'Diagnostic Imaging' report with the sub-class 'lab' and LOINC number '34109-9'. This is consistent across all the COVID-19 notifications through HRM from the sending facility "OHDS". This information should help you categorize these reports.

Q6: My local hospital is performing COVID-19 testing but doesn't contribute to OLIS yet. Will I receive these notifications through HRM?

A6: No, you will not receive COVID-19 notifications through HRM if a hospital is not contributing to OLIS. HRM delivers COVID-19 notifications associated with hospital labs, community labs and provincial labs that contribute their lab results to OLIS. For a list of sites contributing to OLIS, please click [here](#).

Q7: I received a notification for a patient who is no longer my patient. What should I do?

A7: If you received a notification for a patient who is no longer under your care, please ignore and delete this notification.

Q8: If I get a COVID-19 notification through HRM, do I have to notify the patient of the result?

A8: Generally, the local public health unit will contact the patient with the lab result. Based on the [Managing Tests policy](#) from CPSO, *"The ordering physician is who has responsibility to follow up with the patient on a test result of importance (not the physician copied). If they cannot personally follow up due to the nature of the work (e.g., ER or walk-in), the ordering physician is responsible for organizing who will follow up."* You can call the CPSO's Physician Advisory Service to clarify any questions about professional expectations and responsibilities.

Accessing COVID-19 Test Results through OLIS

Q9: The COVID-19 notification directs me to OLIS. When I go to OLIS, the result is not available. How do I get the results?

A9: Ontario Health is working to remove COVID-19 notifications for lab results classified as "test not performed". This work should be completed by May 7, 2020. Please contact the sending facility Ontario Health at servicedesk@ehealthontario.on.ca if you continue to receive "test not performed" lab notifications. You may be asked to provide specifics such as report identifiers to assist Ontario Health to investigate.

Q10: Are all COVID-19 testing facilities (Public Health labs, community laboratories, hospital laboratories) sending COVID-19 test results to OLIS?

A10: To find out which COVID-19 testing facilities are sending COVID-19 test results to OLIS, please click [here](#) or contact the sending facility Ontario Health at servicedesk@ehealthontario.on.ca.

Q11: Are Lifelabs and Dynacare delivering COVID-19 results to OLIS?

A11: Yes, Lifelabs and Dynacare are delivering COVID-19 test results to OLIS. For a list of sites contributing to OLIS, please click [here](#).

Q12: If I get a COVID-19 notification through HRM and I do not have OLIS or a provincial viewer, where should I go to get the test result?

A12: If you receive a COVID-19 notification through HRM in your EMR and you do not have access to OLIS through your EMR or a provincial viewer, please contact your local public health unit. Alternatively, you can direct the patient to look up the COVID-19 test result in OLIS through

<https://covid19results.ehealthontario.ca:4443/agree> and share the result with you. If you would like to have access to OLIS integrated with your EMR or the provincial viewers, please contact your OntarioMD Practice Advisor or support@ontariomd.com to get started.

Q13: If I get a COVID-19 notification through HRM and I do not have OLIS or a provincial viewer, how can I get access to OLIS or a provincial viewer?

A13: If you receive a COVID-19 notification through HRM in your EMR and you do not have access to OLIS or a provincial viewer, please contact your OntarioMD Practice Advisor or support@ontariomd.com to get started. OntarioMD works with Ontario Health to onboard clinicians to these digital health tools. It takes approximately 6 to 8 weeks to get access to the provincial viewer(s), and it takes approximately 3 to 4 months to get access to OLIS.

Q14: Are all certified EMRs able to display COVID-19 lab results through OLIS?

A14: Integration with OLIS is a requirement for all OntarioMD-certified EMRs. Clinicians are encouraged to reach out to their vendor to ensure they have the current version of the product to support viewing COVID-19 results.

Q15: What do I do if I am unable to download COVID-19 lab results through OLIS in my EMR?

A15: If you cannot download COVID-19 lab results through OLIS in your EMR, please contact your EMR vendor for assistance.

HRM Cancelled Reports

Q16: I received an HRM report from OHDS (Ontario Health – Digital Services). It is showing in my EMR as “HRM Cancelled Report” and the text is completely struck out in the chart. Why did I receive this?

A16: If you received a report in your EMR labeled “HRM Cancelled Report”, it means that you received a previous report in error. This cancelled report signals that you can ignore the previous report.

Q17: After receiving an “HRM Cancelled Report”, I received a new COVID-19 notification for the patient. What does this mean?

A17: If you received an “HRM Cancelled Report” followed by a new COVID-19 notification for a patient, it means a new COVID-19 lab result for the patient is available in OLIS.

Need Help?

Q18: Who should I contact for any issues related to COVID-19 notifications through HRM?

A18: Please contact Ontario Health – Digital Services (the sending facility) for any issues related to COVID-19 notifications through HRM at servicedesk@ehealthontario.on.ca. If you have any issues related to HRM, please contact OntarioMD at support@ontariomd.com.