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EMR and Practice Management Improvements

EMR Every Step Conference, Toronto, ON

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Empowered Practices. Enhanced Care.

Faculty / Presenter Disclosure

- **Faculty:** Peter Hamer– Executive Director, Ottawa Valley FHT

- **Relationships with commercial interests:**
  - No relationships with commercial interests

Disclosure of Commercial Support

- This program has not received financial support or in-kind support from any organization

- **Potential for conflict(s) of interest:**
  - Peter Hamer has not received payment or funding from any organization supporting this program AND/OR organization whose product(s) are being discussed in this program.

Mitigating Potential Bias

- There are no potential sources of bias.

Ottawa Valley Family Health Team

- Located in Almonte – A rural town 30 minutes west of Ottawa

- 13 family physicians, 1 paediatrician, 2 OB/GYNE

- 10,000 patients

- FHT/FHO combined in a 12,400 sq. ft. clinic adjacent to the local hospital

- Ways to improve practice management using the capabilities of your EMR:

  - Communication

  - Document management

  - Forms/templates

Communication - External

- Communication with patients:
  - Email
    - Patient Privacy
    - Policy
    - Portals

  - EMR function VS. add on software

  - EMR function
    - Appointments
    - Results

Document Management - Outgoing

- Nothing gets printed (well, almost nothing):

  - Rx faxed to pharmacy
    - Most pharmacies accept this
    - Requires naming conventions in address book

  - Rx renewals – managed through EMR vs. paper

  - Electronic faxes are logged and messaged if failed

  - Forms – printed at reception

Hospital Report Manager (HRM):

- Initial set-up was time consuming

- *Significant* time saving – eliminates scanning process

- Less errors attaching report to patient chart

- Reports come in text format (most)

  - Improves ability to search

  - No longer need to create OCR document

- Faster reporting time

  - Reports often in EMR same day they are created

Forms and Templates

- Prefill information
  - Patient demographics
  - CPP (Rx, allergies etc.)

- Complex form grouping:
  - Prenatal package
    - Antenatal I & II
    - IPS I & II
    - IPS BW I & II
    - Public Health Req.
    - IPS U/S
    - Dating U/S
    - Morphology U/S
    - Patient handouts
    - Billing Options

- Requires naming conventions

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- Considerations:

  - Don't prefill positives or negatives that allow you to tab through without your input

  - Naming conventions

Thank you!

Questions?

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