

EMR and Practice Management Improvements

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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 – rural town 30 minutes west of Ottawa
- 13 family physicians, 1 paediatrician, 2 OBS/GYNE, 1 NP
- Serving 10,500 patients
- FHT/FHO combined in a 12,800 sq ft clinic adjacent to local hospital.

Efficiencies

- Practice management improvements utilizing the capabilities of your EMR.
 - Communication
 - Document Management
 - Forms/Templates

Communication

- Communication with patients
 - Email
 - Patient Privacy
 - Policy
 - Portals
 - EMR function vs. third party software
 - EMR function
 - Appointments
 - Results

Communication

- Communication with patients:
 - External Software:
 - New patient forms
 - PHQ, GAD
 - Nipissing Development Screening
 - Diabetes Questionnaire
 - Patient Surveys

Document Management - Outgoing

- Nothing gets printed! (Well, almost nothing)
 - Rx all faxed to pharmacy
 - Many pharmacies accept this
 - Requires naming conventions in EMR address book
 - Rx renewals – managed through EMR vs. paper
 - Electronic faxes are logged and messaged if failed
 - Forms are printed a reception

Document Management - Incoming

- Health Report Manager, (HRM):
 - Initial set-up was time consuming
 - Significant time saving – virtually eliminates scanning process.
 - Less errors attaching report to pt chart
 - Much faster reporting time

Forms and Templates

- 5 times each day = template
- Prefill required information
 - Demographics
 - CPP (Rx, allergies etc.)
- Complex 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

Forms and Templates

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

Thank you!