



EMR and Practice Management Improvements

EMR: Every Step Conference, Toronto, ON

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Faculty/Presenter Disclosure

- **Faculty:** Jonathan Fowler – EMR System Administrator, St. Joseph's Health Centre FHT
- **Relationships with commercial interests:**
 - No relationships with commercial interests



Disclosure of Commercial Support

- **No Commercial Support**
- **Potential for conflict(s) of interest:**
 - Jonathan Fowler 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



Experience

- FHT Business Coordinator
- Managed transition from paper to EMR
- EMR System Administrator/Analyst and Quality Improvement support
- OntarioMD Peer Leader



St. Joseph's Health Centre Urban Family Health Team

- Located within St. Joseph's Health Centre, in the west end of Toronto
- 15 family physicians, 8 part-time subspecialist FPs, 1 nurse practitioner, and 11 IHPs
- Subspecialties: addictions, obstetrics, and palliative medicine
- Academic site for U of T Family & Community Medicine Program with 23 residents



EMR Efficiencies

- Communication
- Document management
- Forms and templates



Communication

- **Considerations:**
- Privacy legislation
- Policies
 - Define and support how we communicate with patients
- Portals
 - Define and control user access

- **EMR Function:**
- Specific to product
- Don't assume compliance with legislation
- SJHC FHT
 - Individual emails
 - Mass emails
 - No reply



Communication

- **Third Party Software:**

- Evolving landscape
- Integration with your EMR?
- Costs vs. benefits

- **Functions:**

- Appointment booking
- Direct patient input into chart
 - New patient forms
 - Health questionnaires (PHQ, GAD, etc.)
 - Nippissing Development Screening
 - Health equity data
- Messages, test results



Document Management

- Print as little as possible!
- Rx e-faxed to pharmacy
 - Most pharmacies accept an electronic signature
- Rx renewals – managed solely through EMR
- E-faxed referrals and requisitions
- E-faxes are all logged and tracked if failed
- Printers – select default printer location to support workflow
- Never print documents (e.g. lab req) for pickup until patient arrives



Forms and Templates

- **Simple templates**
 - Used to prepopulate forms and eliminate repetition
 - E.g. provider specifics, patient demographics, CPP, meds, allergies, vitals, lab results, etc.
- **Complex grouping**
 - E.g. Prenatal package:
 - Perinatal records
 - IPS
 - Bloodwork
 - Public Health
 - Dating U/S
 - Morphology U/S
 - Patient handouts
 - Rx
 - Billing options



Forms and Templates

- **Considerations:**
 - Naming Conventions – how do you find what you're looking for?
 - Version control – staying up-to-date
 - Prefilling positives or negatives



THANK YOU !



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