

## We Heard You! Opting Out of eNotifications

OntarioMD (OMD) is working with hospitals to improve reports sent through Health Report Manager (HRM®), and with EMR vendors to support better handling of reports received from hospitals.

### Opting Out of eNotifications: It's Your Choice

OMD's first order of business was to tackle eNotifications volumes. The issue was identified in our [recommendations for sending facilities](#). eNotifications are short messages that show up in your inbox to tell you whenever a patient has been admitted to, discharged from, or transferred within a hospital. You can receive multiple eNotifications for hospitalized patients each day. Some users were very vocal about turning off eNotifications, so we surveyed all users. The results were a 50-50 split. The solution was to give users control over their preference to opt out of eNotifications or do nothing and keep receiving them.



In July 2024, OMD tested an eNotifications preference management solution with a limited number of users. The trial was a resounding success. Some users love having the option to turn eNotifications off, resulting in decreased messages in their inbox. Other users who stopped using HRM and went back to receiving hospital reports by other means asked to reinstate their HRM access. Users who turn off eNotifications always have the option to turn them back on.

In December 2024, OMD opened the door to all HRM users who wished to opt out of eNotifications. The response has been very positive. About 700 users have suppressed more than 75,000 eNotifications to date and the numbers keep growing. If you're still receiving eNotifications and wish to turn them off, visit our [HRM preference management page](#).

If you have a question about opting out of HRM, or anything HRM-related, please contact your OMD Advisor or [support@ontariomd.com](mailto:support@ontariomd.com).

### Frequently Asked Questions:

#### 1. What exactly are eNotifications?

eNotifications are quick alerts notifying you of patient admissions, discharges, or transfers.

They are not:

- Discharge summaries
- Consultation reports
- Any other medical record or diagnostic imaging results

The above reports will still be delivered to your EMR through HRM as usual, even if eNotifications are turned off.

#### 2. How do I know if I am currently receiving eNotifications?

- Visit the OntarioMD [Sending Facilities](#) page.
- Search for your local hospital(s) on the list of sending facilities.
- If your hospital has eNotifications turned on, it will have a green check in the upper right column. This is a strong indication that you are likely receiving eNotifications from that hospital through HRM.

### 3. Can I still receive eNotifications for specific patients or from specific hospitals?

No. Once you decide and confirm your decision to opt-out of receiving eNotifications, you will not receive them for any patients or from any hospitals. In future phases, OMD will explore the ability to manage eNotifications preferences across specific patients and hospitals. If you use HRM at multiple locations, opting out of eNotifications means you will not receive them from any location.

### 4. Since I will no longer receive eNotifications, how long do I have to wait for discharge summaries?

When eNotifications are turned off, you will continue to receive discharge summaries as you normally would, typically within 24 to 48 hours after the patient's discharge. While eNotifications and discharge summaries may contain similar information, they are distinct report types.

- **eNotifications** provide a quick, real-time alert of a patient's status change (e.g., admission or discharge).
- **Discharge summaries** offer a more detailed clinical report of the patient's treatment and follow-up plan.

### 5. How do I turn off eNotifications?

- [Submit an Expression of Interest Form](#). If you are completing this form on behalf of a clinician, please use the clinician's email address. Generic clinic email addresses are not accepted.
- We will contact the clinician directly via email to confirm the request.
- Once the request is confirmed, eNotifications will be turned off.

### 6. How can I turn eNotifications back on?

You can turn eNotifications back on at any time by emailing [support@ontariomd.com](mailto:support@ontariomd.com). Please include your full name and licence number in the email so we can correctly identify you and process your request.

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