

May 21, 2019

To North East LHIN Clinicians,

Health Report Manager (HRM) is being implemented by eHealth Ontario in conjunction with OntarioMD as the long-term provincial solution to provide reports from hospitals, Independent Health Facilities (IHF) and private health clinics into clinicians' certified electronic medical records (EMRs). It aims to replace the Physician Office Integration (POI) solution in the North East LHIN.

Until such time that ALL hospitals are sending reports to HRM and that lab reports are available via HRM, clinicians must have **both** services (POI/HRM) running to receive all of their reports. **Clinicians need to ensure their POI connectivity remains in place**, even if they have gone live with HRM. This will ensure that clinician offices will continue to receive reports from hospitals not yet contributing to HRM as well as continue to receive all lab reports.

Once clinicians are set up to receive reports via HRM, they will also receive reports from any other hospitals outside of the LHIN for his/her patients.

The North Eastern Ontario Network (NEON) consortium of hospitals is set to go live as a contributor to HRM on **June 5, 2019 (updated)**. Please see the list of NEON hospitals in Appendix A who are set to go live. This assumes that each hospital has completed the necessary requirements for go-live. Stay tuned for updated communications with a list of in-scope hospitals on June 5, 2019.

#### The Transition Process:

If clinicians have gone live with HRM, they will continue to receive diagnostic imaging and medical record reports from both their current delivery method (POI, fax or mail) AND from HRM. Clinicians are encouraged to **validate** the reports they are receiving from **both** services to ensure all reports are being received as expected.

For POI/HRM clinicians, the following will occur in order for clinicians to validate HRM:

1. Clinicians will receive duplicate reports in their EMR. It is recommended that clinicians receive these duplicates for a period of **24 hours**,  
**AND**
2. Clinicians will receive duplicate paper reports (via fax or mail delivery). It is recommended that clinicians receive these paper duplicates for a period of **4 weeks**. This follows the existing validation practice when clinicians are initially set up for POI. This ensures that clinicians receive a wide range of reports from which to validate against HRM.

For POI/HRM clinicians, the following process is required to discontinue the delivery of duplicate reports (i.e. in EMR and paper):

1. a. Ensure the updated POI Provider Agreement has been signed and sent to the POI Operations Team  
b. Send a request by email to the POI Operations Team to discontinue the delivery of diagnostic imaging and medical record reports via POI (fill out the attached POI to HRM De-Activation form)

**Note:** The discontinue/stop duplicate requests must be processed on an entire office basis (i.e. encompass all providers in **one** request)

2. a. Send a request by email to the POI Operations Team to discontinue the delivery of paper duplicates (i.e., activate print suppression). The POI Operations Team will automatically discontinue the delivery of paper duplicates after 4 weeks.

This implementation is part of the ConnectingOntario Northern & Eastern Region Program, a regional ehealth program, funded by eHealth Ontario, that will give clinicians secure and timely access to electronic patient information across the care continuum.

To discuss the transition process and/or send requests to stop duplicates (i.e. in EMR and paper), please contact the POI Operations Team at [servicedesk@hsnsudbury.ca](mailto:servicedesk@hsnsudbury.ca) or by phone (705)523-7100 x3332.

For more information on HRM, please contact:

- Stephen Horodziejczyk – Practice Advisor: [Stephen.horodziejczyk@ontariomd.com](mailto:Stephen.horodziejczyk@ontariomd.com)
- OntarioMD Support at [support@ontariomd.com](mailto:support@ontariomd.com) or
- Visit the OntarioMD website: <https://www.ontariomd.ca/products-and-services/health-report-manager>

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## Appendix A: NEON Hospital List

- Anson General Hospital, Iroquois Falls
- Bingham Memorial Hospital, Matheson ON
- North Shore Health Network (formerly known as Blind River District Health Center), Blind River ON
- Chapleau Health Services, Chapleau ON
- Englehart & District Hospital, Englehart ON
- Espanola General Hospital, Espanola ON
- Hôpital Notre Dame, Hearst ON
- Health Sciences North/Horizon Santé-Nord (HSN), Sudbury ON
- Hôpital de Mattawa Hospital, Mattawa ON
- Hornepayne Community Hospital, Hornepayne ON
- Kirkland and District Hospital, Kirkland Lake ON
- Lady Dunn District Health Centre, Wawa ON
- Lady Minto Hospital, Cochrane ON
- Manitoulin Health Centre, Mindemoya and Little Current ON
- Sensenbrenner Hospital, Kapuskasing ON
- Smooth Rock Falls Hospital, Smooth Rock Falls ON
- St Joseph General Hospital, Elliot Lake ON
- Temiskaming Hospital, Temiskaming Shores ON
- Timmins & District Hospital, Timmins ON
- Weeneebayko Area Health Authority (WAHA), Moose Factory ON
- West Nipissing General Hospital - Hôpital général de Nipissing Ouest, Sturgeon Falls ON