

*November 2023*

## From the CMO's Desk

### HRM Task Force Recommendations: Where do we go from here?

Last month, the HRM Task Force's recommendations were published. Highlighting and understanding the issues with HRM reports and flow were the first giant steps to decreasing the volume of reports and notifications you receive in your inbox. OntarioMD (OMD) has been working hard with Ontario Health to examine the best ways to implement these recommendations overall.

We have almost finalized a few hospitals who want to help formally lead the way to implementation and we are still looking for an EMR vendor to improve the experience on the receiving end. In the meantime, some hospitals have taken action to reduce duplicate reports. The [Atlas Alliance hospitals](#) (Ottawa area) went live with their fax suppression initiative so that you don't receive the same reports by fax if you're already receiving them from HRM. Kudos to them! OntarioMD encourages more of these hospital initiatives, and we'll let you know when they go live.

Missed the Task Force recommendations? Download the [HRM Sending Facility \(SF\) Service Standards](#) and [EMR Usability](#) recommendations.



## Tip from a Peer Leader

### OSCAR Pro Users: Billing and Using Supercodes

This month's tip comes from Dr. Anil Maheshwari, family physician. [Watch the video](#) where he shows you how to streamline your patient billing process and use supercodes with OSCAR Pro.

If you would like more tips or advice from a Peer Leader, please contact [peer.leader.program@ontariomd.com](mailto:peer.leader.program@ontariomd.com).



## Advice from the Chief Privacy Officer

Welcome to our new feature on privacy and security tips from OMD's General Counsel and Chief Privacy Officer, Ariane Siegel. Many of you know Ariane from the numerous privacy and security sessions she has

led at our Digital Health Conference or our regular lunchtime webinars to give you the latest information on protecting your patients and your practice. Ariane is an expert in the *Personal Health Information Protection Act* (PHIPA), developed our comprehensive [Privacy & Security Training modules](#) and resources, and recently received a [Women in IT Canada Award](#) for her work.

If you've ever received a suspicious email, a strange text from someone you didn't know, or received an automated phone call asking for your personal information, those are phishing, smishing and vishing scams. Don't fall for them! Learn about these threats and how to safeguard your privacy from these dangers. [Download the new Protecting Against Phishing, Smishing, and Vishing resource](#) to get Ariane's expert advice.

### **Free Online Webinar! Mastering EMR Governance: Ensuring Patient Data Security and Streamlined Operations Nov. 15 | 12:00 - 1:00 p.m.**

Join Ariane Siegel, General Counsel and Chief Privacy Officer, and Katie Peter, OntarioMD Advisor, for an informative session tailored to clinicians who oversee their Electronic Medical Records (EMR) systems. Discover actionable strategies to maintain a well-organized EMR back-end, ensuring the smooth functionality of your system while safeguarding patient data privacy and confidentiality. **Register for this event.**



## **EMR Usability Recommendations**



In our last issue, we summarized the HRM Task Force's recommendations for hospitals. In this issue, we cover the **recommendations for EMR vendors** to improve your experience with reports in your EMR:

- **To review PDF reports more easily in your workflow:** Enable an embedded PDF viewer.
- **To auto-categorize reports:** Eliminate manual mapping.
- **To resolve the inconsistency of HRM Report Service Date vs. Received Date in your inbox:** Define and display both Service Date and Received Date.
- **To improve searching for reports:** Create specific searchable fields and a free text search.
- **To help prioritize reports and see relevant clinical information:** Create a one-step workflow for flagging relevant HRM Reports.

**Please note:** The HRM Task Force's EMR Usability Working Group determined that the Sending Facilities Working Group was better suited to addressing the searchability of PDF reports and their duplication. Therefore, this issue was not addressed in the EMR Usability recommendations.

Visit the [HRM Task Force page](#) for more information as OMD and its partners work to advance the recommendations with hospitals and EMR vendors.





OMD advocates for physicians to ensure digital tools meet your practice and patient care needs. We present at many events/conferences to engage with you, your staff and other health system stakeholders.

### Media and events:

- **FHIR North Conference** (Oct 17-18): OMD was a silver sponsor at this event which focused on cutting-edge advancements, including AI innovation.
- **Association of Family Health Teams of Ontario** (Oct 25): OMD had a booth and engaged with clinicians in family health teams to discuss topics such as eForms, DHDR and AI.
- **OMA General Assembly** (Nov. 4-5): It was great meeting with many physician leaders last weekend to tell you about OMD's work to address your concerns. Robert Fox, Cynthia MacWilliam, Chris Sulway and I talked about the HRM Task Force, AI Scribes, Managed Digital Health Services and more.
- **Driving the Future of Digital Health** (Nov. 7.): Our CMO, Dr. Chandi Chandrasena spoke on an online panel about Bridging the Trust Divide in Healthcare.
- **HIMSS Eastern Canada** (Nov. 8): Our CEO Robert Fox spoke on optimizing physician practices with technology. Ariane Siegel also spoke on how primary and community care physicians can respond to cybersecurity threats.

### What's coming up:

- [Lanark, Leeds and Grenville OHT PCP Summit](#) (Nov. 13): OMD will be speaking at this event for primary care providers (PCP) and hosting a Q&A session.
- [Infoway Partnership Conference 2023](#) (Nov. 14-15): OMD is the Welcome Reception Sponsor and CEO Robert Fox will address attendees at this national conference.
- **IPHCC's Health Data Conference** (Nov. 21): Visit the OMD booth at the Indigenous Primary Health Care Council conference to get tips for using your EMRs better and to sign up for provincial digital health tools.
- [2023 National Skills Day for Family Physicians](#) (Nov. 24): Visit the OMD booth at the University of Ottawa Skills and Simulation Centre.

**OntarioMD Partners with Canada Health Infoway for Digital Health Week 2023** (Nov 13-19): Digital Health Week is an annual celebration of health-care innovation. OMD is a participating organization for Digital Health Week in collaboration with Canada Health Infoway. Join us in recognizing the power of technology to improve patient care, streamline processes and create a more efficient health-care system.

[Learn more.](#)

### Leverage Our Expertise to Meet Your OHT's Digital Health Needs



OMD is involved with Ontario Health Teams (OHTs) in every area of Ontario. We understand each region's unique needs. We can help your OHT with:

- Training and education
- Clinician adoption of digital health tools
- Funding proposals to implement new digital health tools.
- Improvement projects and population health management

Contact us at [support@ontariomd.com](mailto:support@ontariomd.com) to assist you to achieve your OHT's goals.

## REMINDER - OMDEducat.es.com

OMD has provided 20,000 clinicians with many tips, webinars, videos, and tools over the years, so we collected the most popular and useful resources in our new (and growing) [OMDEducat.es.com](https://www.omdeducates.com) site. Go to this site and bookmark it if you're looking for:

- **Advice from the OMD Advisory Service:** Learn how OMD Advisors can help you with your EMR and other digital health tools.
- **Support for Technology:** Ask a question or sign up to receive drug information, hospital reports, lab results through your EMR.
- **Tools & Resources:** e.g., EMR tools, 'how to' videos, EMR Communities of Practice, and more
- **Training & Education:** e.g., Get Peer Leader advice, find out about upcoming educational events, watch recordings of past webinars, etc.

If you have a suggestion for a tool, training or resource you and your peers could use, [tell us](#) and you could see it on [OMDEducat.es.com](https://www.omdeducates.com).

## Need Help with Your EMR?

Your EMR should be a **benefit, not a burden** to clinicians. If you need help, our [OMD Advisory Service](#) can assist you! **We can help you use your EMR to better save you time and frustration.**



We are experts in all OMD-certified EMRs! Through our **EMR Lab**, we can develop tools and suggest helpful workflow improvements. We also offer **EMR Communities of Practice (CoPs)** that bring users and vendors together to leverage their collective wisdom to improve the use of EMRs and digital health tools. [Find out more about OMD EMR Communities of Practice](#) and [join the CoP for your EMR!](#)

We can connect your EMR to [drug information](#), [eConsult](#), [eForms](#), [hospital reports](#), and [lab results](#).

If you prefer to talk to a peer, our [Peer Leaders](#) can also help you. Contact [support@ontariomd.com](mailto:support@ontariomd.com) and help will soon be on the way!

We can help you protect your patient data through our **FREE** CME-accredited [online Privacy & Security training](#).

## Important Reminders



### Changing EMRs or Practices, Moving Your Practice? OMD Needs to Know!

#### **All EMR Users**

Please notify OMD at [support@ontariomd.com](mailto:support@ontariomd.com) when switching to another EMR, moving offices or joining a different clinic. We also need to know if you've changed your email address or phone number.

#### **HRM Users**

If you're moving, switching Internet providers, changing your Internet plan, or switching EMRs, your IP address may be changing and OMD needs to know! We need to update our records to make sure your EMR continues to receive patient reports through HRM. Please notify OMD at [support@ontariomd.com](mailto:support@ontariomd.com) a **minimum of 7 business days** in advance of the change with a complete change request and a valid IP address to ensure you don't experience any service interruptions.



### **Prescription for Ontario: Doctors' Solutions for Immediate Action**

The OMA has released 11 pragmatic solutions to address the top three urgent issues facing the health-care system, based on extensive consultation with physicians, stakeholders, and the public. These urgent priorities are:

- Fixing the crisis in primary care
- Addressing the growing burden of unnecessary administration
- Increasing community capacity and tackling hospital overcrowding

[Learn more about the OMA's Prescription for Ontario](#)

### **Nov. 17 webinar for primary care: Learn more about E2P point-of-care EMR tools**

Primary care clinicians are invited to join [Evidence2Practice Ontario](#) on Nov. 17 (12:30-1:30 p.m. ET) to learn how E2P's free, patient-centred tools enable integrated care. Tools for heart failure, anxiety and depression, prediabetes and type 2 diabetes are available or coming soon for TELUS PS Suite, OSCAR Pro and Accuro® EMR.

E2P is led by the Centre for Effective Practice, eHealth Centre of Excellence and North York General Hospital, with funding and strategic guidance from Ontario Health. [Register for the E2P Nov. 17 webinar.](#)