

University Health Network HRM® Report Delivery

Key Messages:

- University Health Network (UHN) will implement a new health information system (HIS), Epic, on **June 4, 2022**.
- Upon migrating to the new HIS, you will see a higher volume of PDF reports sent through HRM from UHN hospitals: Toronto General, Toronto Western, Princess Margaret, and Toronto Rehab.

Frequently Asked Questions:

Q1. What is HRM?

A1. Health Report Manager (HRM®) is an OntarioMD (OMD) service that enables report delivery (e.g., discharge summaries) from participating hospitals and specialty clinics to clinician electronic medical record (EMR) systems.

Q2. Will there be an upcoming pause to HRM report delivery?

A2. Yes, there will be a brief pause for a few hours on June 4 while our IT Staff turn off the old feed and turn on the new one.

Q3. How will I receive hospital reports during the suspension?

A3. Messages will be queued during this time and will be sent immediately when the connection is turned back on.

Q4. Will reports delivered during the suspension period be re-sent through HRM?

A4. Reports will not be delivered during this downtime. HRM reports will be queued and sent immediately when the connection is turned back on.

Q5. Will reports be sent as text or PDF document format when the hospitals migrate to the new HIS and resume HRM report delivery?

A5. All UHN sites will send a mix of text and PDF reports. You will receive a higher volume of PDF reports. Please visit our Sending Facilities Live on HRM® page to download and view full list of Report Types: <https://www.ontariomd.ca/products-and-services/health-report-manager/sending-facilities>

Q6. If I have any questions or concerns regarding the change to report delivery, who can I contact?

A6. Please contact help@uhn.ca

Q7. When report delivery via HRM resumes with Epic, what is the stop paper policy for the hospitals?

A7: If you are a Provider with a Provider Record in UHN Epic and are marked as an HRM subscriber, you will no longer receive faxes. If you are not marked in UHN as being subscribed to HRM you will continue to get

faxes. Please visit our Sending Facilities Live on HRM® page to view the hospital's stop paper policy details:
<https://www.ontariomd.ca/products-and-services/health-report-manager/sending-facilities>