

# eDOCSNL

ELECTRONIC MEDICAL RECORD

## Newsletter

# 369



**eDOCSNL  
Clinicians**

**Family  
Physicians**



**267**

**Specialists**



**75**

**Nurse  
Practitioners**



**27**

**Fee-For-Service  
Clinics**



**109**

**RHA Primary  
Health Care  
Clinics**



**27**

August 2019

### **\*ACTION REQUIRED!**

#### **eDOCSNL Invoicing**

**Important information about invoicing and confirming your email address**

The eDOCSNL Program will be issuing electronic invoices to all users in the coming weeks. Please note that the free subscription period is ending. As physicians have joined the program at different times, details on your particular balance owing will be outlined in the invoice.

Invoices will be sent electronically, therefore it is important to confirm your current/active email address with [info@edocsnl.ca](mailto:info@edocsnl.ca) by September 30, 2019.

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## **Patient Appointments (of any status: booked, cancelled, no show, deleted, etc.) These appointments do not automatically move when merging patient charts**

The Merge function in Med Access should be used (with caution!) to manage duplicate charts and consolidate tasks onto one chart. *A reminder that a patient's appointments are not moved when merging charts.* To move the appointments after the merge, you must manually change the patient on each appointment from the source chart to the destination chart by going to the 'Appt' tab in the source chart, edit the 'Appointment(s),' select 'Change Patient,' and select the destination chart.

### **Best Practices after Merging:**

- Remove the patient's Primary Provider from the source chart. This ensures that the deleted patient's chart does not get counted or included in reports.
- Delete the personal health number (PHN – i.e. MCP # or other) from the source chart after the merge.
- In order to find the source chart after the merge, you will need to search for it by the patient's name or PHN and remove the pull-down status selection of 'Exclude Deleted/Archived' and select 'Deleted.'

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## **eDOCSNL Webinar Series**

### **Fall sessions kick off on September 6**

The eDOCSNL Webinar series begins on Friday, September 6. This month's topic focuses on 'Billing your EMR.' Join us to learn about billing dashboards, TADS and how to overcome common errors for approving bills - plus more! The session will begin at 1:00 p.m. To register, email [info@edocsnl.ca](mailto:info@edocsnl.ca).

We need your feedback! What day/time works best for you to attend eDOCSNL webinars? Please send your feedback to [info@edocsnl.ca](mailto:info@edocsnl.ca). Have an idea for a topic you'd like us to cover? Let us know!

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## **TELUS Health Help Files**

### **Find helpful tips and information related to your Med Access EMR**

To find useful tips and information on how to navigate most EMR issues, visit the Help Files. You can also find helpful information in the Community Portal.

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## **Clinic Visits/Support**

### **Book an appointment with a Practice Advisor today**

Do you have questions about your EMR? Would you like help with a particular feature? Book an appointment with an eDOCSNL Practice Advisor today. Email [info@edocsnl.ca](mailto:info@edocsnl.ca) to schedule a call or clinic visit.

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## Billing Tips

### Learn important tips to help you with billing in your EMR

The eDOCSNL team has developed a number of tips and hints to help you with billing in the EMR. To learn more about common billing errors for approving bills, billing dashboards and TADs, click [here](#). If you require additional billing support, please log a ticket with TELUS Health Med Access Support at 1-888-781-5553 or [medaccesssupport@telus.com](mailto:medaccesssupport@telus.com).

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*Do you know someone who would like to join this subscription list? Send the name/email of each contact to [info@edocsnl.ca](mailto:info@edocsnl.ca).*

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eDOCSNL  
NL Centre for Health Information  
70 O'Leary Avenue  
St. John's, NL A1B 2C7