



## Turning Off Paper Results Distribution– Q&A

November 2019

---

### **Why are paper copies of select patient results no longer being mailed to my clinic?**

Currently, clinicians enrolled in the eDOCSNL program receive both electronic and paper copies of patient results for laboratory and medical imaging results, creating a duplication of workload, the continued accumulation of patient paper records and potential patient safety or privacy issues.

### **Who was involved in the decision to stop the paper distribution of these patient results?**

Turning off the delivery of paper results has been an objective of eDOCSNL since its inception and is part of the program's strategic plan. In October of 2019, the Newfoundland and Labrador Medical Association sent a letter to the CEOs of Eastern Health, Central Health, Western Health and Labrador-Grenfell Health requesting on behalf of its membership enrolled in the eDOCSNL program that duplicate paper results being sent from the regional health authorities be turned off. An agreement between the CEOs of the four regional health authorities was reached and direction was provided to the Newfoundland and Labrador Centre for Health Information (eDOCSNL program) to implement the request.

### **When will paper result distribution stop?**

On December 2, 2019 patient results for select reports will no longer be mailed on paper to eDOCSNL physicians and will only be received electronically through the Med Access EMR.

In the first phase of this process, **laboratory results** will no longer be mailed, followed by **medical imaging** results in early 2020.

### **I don't want to turn off paper, can I leave it on?**

No, the regional health authorities have decided that electronic delivery will be the standard for providers on EMRs and will not maintain two delivery systems. This decision was made on the basis of a physician request and the patient safety risk represented by the maintenance of two systems of delivery.



### **What results will now be delivered electronically? What is the timeline?**

Laboratory results will be the first process changed on December 2, 2019, followed by medical imaging and other clinical documents in early 2020.

### **Will this eliminate the distribution of ALL paper results being mailed to me?**

This new process will **NOT** eliminate the distribution of **ALL** paper results being sent to clinics as not all patient results are currently distributed to EMRs electronically. The distribution of these results will continue to follow the existing mailing process in place today.

In addition, for the time being all **medical imaging reports** and **clinical documents** will continue to be delivered on paper. eDOCSNL will provide further communication in advance of turning off paper delivery of these reports in early 2020.

### **What results will I still receive via paper?**

The following is a list of lab results that will continue to be mailed and are not delivered electronically to the Med Access EMR:

- Lab prefixes for Molecular Genetics, Forensics and Autopsies.
- Scanned lab reports. However any referred in reports that are entered into Lab Meditech via E/E routines and verified will transmit.
- Unreceived samples (this includes the auto-cancellation of unreceived samples).
- Patients/specimens entered in the Lab Facility (used for QC, non-lab specimens and specific confidential patients).
- Corrected Laboratory/Micro/BBK errors (all patient results must first be re-verified).
- Corrected registration.

In addition, for the time being all **diagnostic imaging reports** and **clinical documents** will continue to be delivered on paper. eDOCSNL will provide further communication in advance of turning off paper delivery of these reports in early 2020.

### **Will I be able to find electronic results in other systems outside eDOCSNL (HEALTHe NL, MEDITECH, etc.)?**

Yes, electronic results that are currently delivered to EMRs can be viewed on HEALTHe NL. Other reports that aren't delivered electronically to EMRs can be viewed in MEDITECH, as per the existing process.

# eDOCSNL

## ELECTRONIC MEDICAL RECORD

### **Who do I contact for questions, concerns or issues?**

If you have questions or concerns about this initiative, please direct them to the eDOCSNL program at [info@edocsnl.ca](mailto:info@edocsnl.ca) or contact your NLMA representative.

If you experience issues with results delivery at any time, please contact eDOCSNL. As all results are not being delivered electronically, if you receive no reports at all by paper after December 2, please report this to eDOCSNL immediately.

### **Has this process been tested?**

To ensure the reliability and accuracy of electronic results distribution, eDOCSNL has completed formal data validation exercises as well as daily analysis of results delivered. The validation has repeatedly demonstrated the reliability and accuracy of electronic results distribution. eDOCSNL is confident that results are being distributed as they are generated in source systems reliably and with their content unaltered. In addition, this initiative underwent a pilot phase wherein paper results delivery was turned off for select clinics in all regions. This pilot was a success with all expected results delivered electronically.

### **How confident are you in the reliability of eDOCSNL?**

The validation has repeatedly demonstrated the reliability and accuracy of electronic results distribution. eDOCSNL is confident that results are being distributed as they are generated in source systems reliably and with their content unaltered.

### **How do you plan to mitigate risks with this new process?**

A quality assurance process will continue to assess and validate that all results being distributed from the regional health authorities are delivered to the appropriate providers via the EMR.

eDOCSNL will verify with a rotating group of clinics that the expected paper results are continuing to be received and existing validation processes will be kept in place. For several months, daily validations have confirmed that results are delivered as expected. In addition, several large validation exercises have demonstrated that results are delivered both reliably and accurately. Validation exercises will continue to be performed intermittently.



**Are there business continuity plans in place?**

Business Continuity Plans have been prepared for every link in the chain of delivery of electronic results and contingency plans are being put in place in case of failure of any of these steps. Standard Operating Procedures for notifications of outages and subsequent steps have been formulated by both the Newfoundland and Labrador Centre for Health Information and the regional health authorities. In the case of complete outage of the EMR, each clinic should have its own business continuity plan to keep clinical operations running. This would usually involve use of the Business Continuity Copy at your clinic. If you have any questions about business continuance in the case of an EMR outage, please contact the program at [info@edocsnl.ca](mailto:info@edocsnl.ca).

**Have directors of labs and information management within the RHAs been consulted?**

Yes. Consultations with directors of labs and information management helped to determine the best approach to implement this new process as part of the day-to-day workflows in the regional health authorities. The RHA facilities and directors have been involved in every step of this process and are constantly in contact with eDOCSNL as we work through implementing this initiative. They will continue to be closely involved following the cut-off date to ensure its success.

**What happens if I notice that I am not receiving expected results electronically?**

If you are not receiving results that you expect, please check HEALTHe NL. If the results are present in HEALTHe NL, please submit a ticket to the TELUS Health Service Desk who will then triage and send to the appropriate party, determined by the nature of the problem. In the unlikely event that you receive absolutely no paper at all following the December 2, 2019 cut-off date, please contact eDOCSNL immediately at [info@edocsnl.ca](mailto:info@edocsnl.ca)