

POLICY STATEMENT

This policy governs the cancelation of scheduled deployments Med Access through eDOCSNL.

INTENT

The intent of this policy is to communicate to eDOCSNL stakeholders requesting Med Access EMR deployment the policy regarding cancelation of scheduled deployments and to inform applicants they may be responsible for the full cost of a future implementation.

POLICY SPECIFICS

The eDOCSNL Program is responsible for scheduling and deployment of the Med Access eHealth solution to both Regional Health Authority clinics (RHA) and Fee For Service clinics (FFS) throughout Newfoundland and Labrador. The Program covers initial implementation cost for all eligible providers. Changes to a clinics scheduled training or deployment can be made as outlined in the eDOCSNL Deployment Policy.

In the event of a deployment cancellation without an appropriate notice period, eDOCSNL will be unable to provide adequate notice to the EMR vendor. eDOCSNL will still be invoiced by the vendor for the deployment.

eDOCSNL requires a minimum notice period of one week to cancel a scheduled deployment, if this requirement is not met it may result in the clinic being responsible for the full implementation fee for a future deployment. These fees, as outlined in the Telus Professional Services Agreement with eDOCSNL and included as an appendix to the EMR Physician Participation Agreement, vary with the specifics of an individual deployment and will be disclosed at the time of the cancellation.

Cancellations due to personal or family emergencies, natural disasters, pandemics and other states of emergency would represent exceptions to this policy. In these events, eDOCSNL would work with the affected provider(s) to find a mutually agreeable alternative deployment plan.

BACKGROUND

Associated Resources: eDOCSNL Deployment Policy

APPROVAL

Approved by: EMR Management Committee

Revision History:

Initially Approved:

Date

Revised: