

eDOCSNL

ELECTRONIC MEDICAL RECORD

Collaborative Health Record FAQ

Telus is in the process of unifying its EMR offerings across the country into a new product, the Collaborative Health Record (CHR). eDOCSNL governance has made the decision to remain with Telus Health and transition to this new product when all requirements are met. The first year of this transition will largely consist of technical work, so very few people will be on-boarded to CHR in 2022. We are expecting deployments to CHR to begin in earnest in 2023 and transitioning existing users to the CHR to be a multi-year process. eDOCSNL is still gathering information and working with the vendor on the transition process so many details have yet to be worked out but the following is known with a significant degree of certainty.

1. What is the CHR?

CHR stands for the Collaborative Health Record. It is the new flagship Telus EMR product.

2. Why is the program transitioning to CHR?

Telus has indicated they are shifting their long term development and strategic focus from Med Access and their other platforms to CHR, in an effort to unify and improve their EMR offerings across the country. eDOCSNL has to transition or we will find ourselves eventually working with an unsupported product, which is not sustainable.

3. What are the benefits of the CHR over Med Access?

The CHR is a modern product with an updated and more intuitive interface that addresses many of the complaints that users had with Med Access. In addition, some of the enhancements that represent add-ons at an extra cost in Med Access (such as virtual visits, patient portal functionality and efaxing) are included in the base product with the CHR.

4. What will this mean for me and my staff?

The transition to the new product will mean you will have to shift to its use at some point if you want to continue to enjoy support from the program and from Telus. This will involve a change management exercise and retraining process with as little disruption as possible for physicians and other providers. Your data will also be converted and brought into the new solution.

5. When will this occur?

The transition for the program has already begun but will largely consist of technical work associated with setting up integration points (e.g. lab and diagnostic imaging results, the client registry and others) for the first year. We expect CHR deployments to begin occurring in earnest in

2023. In the meantime, we will continue to deploy Med Access in specific situations until CHR is ready and are planning a CHR pilot for the end of 2022.

The transition of all existing users will not be a quick task, so we expect that we will be transitioning users for a number of years. Your own individual transition time will depend on a number of factors including a prioritization exercise at EMR governance committees and your own level of readiness to transition.

Once Telus fully transitions to the CHR, it will no longer support its previous EMR products, including Med Access.

6. What will happen to my data?

Your data will be converted by Telus using a data conversion tool customized to Newfoundland and Labrador needs using a “no data left behind” approach and brought into your new environment in a way that will ensure nothing is lost and everything remains viewable in some fashion. It is an eDOCSNL priority that as much of your data as possible come over into the CHR in discrete and useable form.

7. Will this happen again in another 5 years?

Though it is an inevitability in software that improvements will be made and new products will become available, we agree in principal that a shift of this nature should not occur unless absolutely necessary or in cases where the upgrade represents a substantial improvement over existing and/o addresses critical issues/risks. Telus is unifying their EMR approach across the country to focus on CHR so they obviously have a strong belief in the product, which makes future wholesale shifts in software less likely.

8. What support can I expect through this process?

eDOCSNL will be here for you as you make this change. Our clinical and technical support staff remain committed to serving your needs during the transition but will also continue to support your Med Access use until you transition as well. eDOCSNL will also work with Telus Health to ensure a high level of customer service is maintained in both products. In either product and at any time before, during or after the transition, you will still be able to take advantage of program support as well as being able to access vendor support resources as you always have.

9. Do I have to switch?

If you wish to remain part of the provincial EMR Program then eventually, yes. There will come a point when Med Access is no longer supported by the vendor, all indications are this is some years away though is not known with certainty. Of course, you can always choose to transition to another EMR product or back to paper at that time and not be part of eDOCSNL.