

eDOCSNL

ELECTRONIC MEDICAL RECORD

The Department of Health and Community Services, the Newfoundland and Labrador Medical Association and the Newfoundland and Labrador Centre for Health Information (NLCHI), the governing partners of the provincial EMR program eDOCSNL, are in discussions with Telus regarding the company's decision to transition its full EMR product line to a single, enhanced EMR platform.

eDOCSNL's contract with Telus for the provision of the Med Access EMR is in effect until the end of 2022. Telus has submitted a proposal to eDOCSNL to upgrade Med Access to its next generation EMR under a renewed contract.

In December 2020, Telus Health acquired Input Health and its EMR product, the Collaborative Health Record (CHR), which Telus now considers to be its flagship EMR product. The CHR is a cloud-based digital health solution that offers improved EMR functionality and a much wider range of capabilities, including additional functionality for virtual care, appointment booking and reminders, secure messaging and efaxing. More about the CHR is available on Telus' website [here](#). (click any province)

eDOCSNL has had tremendous success with using the Med Access EMR, but like all software, improvements are possible. [eDOCSNL](#) has undertaken an analysis of the best EMR solutions available on the market prior to the expiry of the contract with Telus. We have concluded that the upgraded CHR platform from Telus is the best alternative given the risks and benefits associated with changing platforms and vendors.

NLCHI and the eDOCSNL Management Committee has entered into discussions with Telus to determine the best arrangement for physicians. Before agreeing to move to the CHR platform, we will insist that any new EMR solution delivers higher value for physicians and a smooth transition for their practices.

Our discussions with Telus will also focus on ensuring that all data, patient information, templates and forms are accurately transferred in a useable format and in a manner that protects the systems we have built. Plans will also be discussed on how to make this a seamless transition for EMR users with as little disruption as possible for physicians.

Should eDOCSNL agree to adopt the new CHR platform, it is anticipated that the first year of the transition would focus on technical work that includes integration with HEALTHe NL, the Pharmacy Network, Client Registry, MCP, etc. Transition of users would begin in the second year and would be completed gradually over time to minimize disruption to users. Med Access would also continue to be supported by eDOCSNL and Telus during the transition period to a new EMR product.

If you have any questions, please reach out to eDOCSNL at info@edocsnl.ca.