

BACKGROUND

Deployment of the eDOCSNL EMR software began in early 2017. The initial offering was the EMR software, TELUS Health's Med Access, with integration to the MCP billing functionality.

Early on the program team learned that the billing functionality was not user-friendly and was creating issues for clinicians. Since that time, eDOCSNL has been working with partners at the NLMA, OCIO, as well as the vendor. The teams have learned the day-to-day requirements of the clinics and worked on a solution to deliver the required functionality.

PRESENT STATUS

Starting in March of this year, eDOCSNL piloted an improved billing solution to a small group of clinics. Based on their experiences and feedback, the solution has been refined. The training and deployment plans for the program have also been updated to reflect the new billing software.

As of May 11, 2018, 34 clinics have received the new MCP billing functionality. eDOCSNL is currently working with each remaining clinic to find the correct date to deliver the new billing solution based upon where they are in the billing process for the month. eDOCSNL continues to monitor end user feedback and work with its partners to upgrade this feature for all clinics.

To watch a video on the MCP billing functionality, visit the Med Access Help Files. Click 'Video Library' then the 'Billing' tab and finally 'NL Billing.'

The Newfoundland and Labrador electronic medical record (EMR) journey continues to move forward with the deployment process. Bringing each clinic on is the current focus, with longer term plans to enhance the mature clinical use of the EMR.

Today, the following functionality is available within Med Access in Newfoundland and Labrador:

- The base functionality to run the clinic for appointment scheduling;
- Integration of the improved MCP billing functionality;
- Integration to the provincial EHR delivering patient results for laboratory, diagnostic imaging as well as other clinical reports to the appropriate physician within the software;
- Integration to the provincial client registry to ensure proper patient identification and demographic information. This is an important patient safety tool; and
- Integration to launch out to the EHR for additional patient information such as medication profiles.

Statistics to date:

- 195 independent physician clinics on board
- 2 Primary Health care clinics with a third coming on in June
- 150,000 unique patient records within eDOCSNL
- 875,135 lab results delivered to eDOCSNL users electronically

For questions about the MCP billing functionality or the eDOCSNL program, please email info@edocsnl.ca.