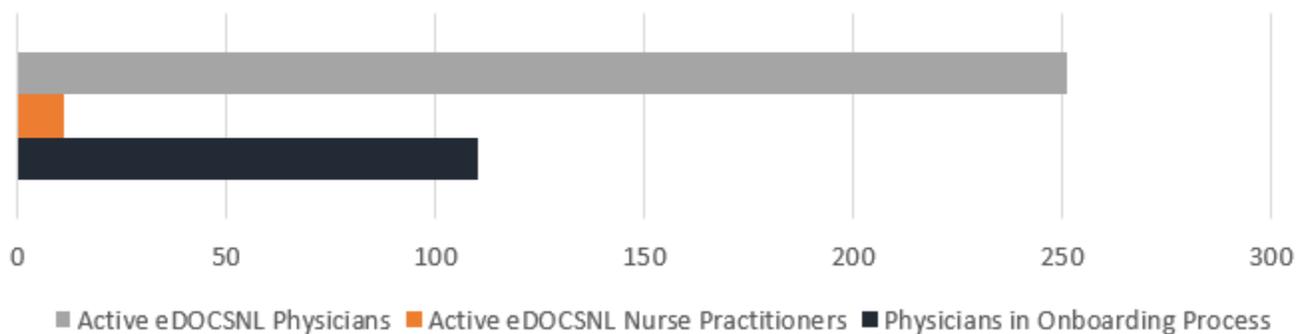


Newsletter

eDOCSNL Stats



September 2018

Welcome

Welcome to the September issue of the eDOCSNL newsletter. In this issue, find details on the Fall Foundation Tour, get an update on electronic results/paper distribution and the new NL Provincial Lab Requisition form and read about the Mobile App that allows you to access your clinic's EMR from anywhere, plus more!

Do you want to add a member of your team to this subscription list! Send the name/email of each contact to info@edocsnl.ca. If you have feedback or ideas for future topics, please email info@edocsnl.ca.

Provincial Deployment Status

Did you know that there are 224,945 patient profiles in eDOCSNL?

There are 251 active eDOCSNL physicians (175 fee-for-service family physicians; 42 fee-for-service specialists; 18 salaried family physicians; 4 salaried specialist physicians) and 11 nurse practitioners. An additional 40 physicians have scheduled dates for onboarding or are waiting to be scheduled. Another 63 physicians have submitted an Expression of Interest.

Do you have a colleague who would like to sign up for eDOCSNL? Share the link to the eDOCSNL [website](#) or the Expression of Interest (EOI) [form](#).

Message from the eDOCSNL Program Director - Fall Foundation Tour

Hi everyone,

By now you've heard about our Fall Foundation Tour which kicks off in a couple of weeks. We have spent a lot of time planning this tour and look forward to offering you additional support around the enhanced use of Med Access.

I am pleased to report that the interest in eDOCSNL continues to grow. We continue to deploy to new users all while finding ways to support existing users. Our Clinical Advisory Committee is also up and running. This committee consists of physician, Medical Office Assistant (MOA) and Regional Health Authority (RHA) end users, providing guidance to the eDOCSNL program and direction on important initiatives like the Fall Foundation Tour.

Below is a reminder of our fall schedule of events. If you haven't already booked a clinic re-visit, please email info@edocsnl.ca. For those of you attending the Newfoundland and Labrador College of Family Physicians – Family Medicine Conference, we will see you there! Also, I encourage you to complete our Fall Foundation Tour [Survey](#). This will help us determine topics of interest to cover this fall.

Fall Foundation Tour Activities

- **Follow-Up Clinic Visits:** all active eDOCSNL clinics have been contacted by email to schedule an in-person visit this fall. The length of the visit is very flexible and can be adjusted to meet your clinic's needs, but not typically longer than a half-day unless requested. These visits will provide an opportunity to review basic EMR functions, highlight new features and ask any questions you might have. Would you like us to visit you? Email info@edocsnl.ca to make arrangements.
 - **Newfoundland and Labrador College of Family Physicians - Family Medicine Conference (Oct 12-14 in Gander):** eDOCSNL Practice Advisors and TELUS Health Learning Specialists will host an interactive booth where they will assist with specific questions/concerns that you may have regarding your EMR/workflow. eDOCSNL is also participating in the formal conference program with a workshop on Sunday, October 14 from 1:30 p.m. - 2:20 p.m. and with a repeat from 2:30 p.m. - 3:30 p.m. This will be a functionality workshop – “Getting the most out of your EMR.”
 - **Survey** – what topics would you like to learn about this fall? Complete this [short survey](#) to help us determine what EMR functions we should focus on during the upcoming Family Medicine Conference and clinic visits. Your feedback is very important to us so please take time to complete the survey. Deadline extended to October 5, 2018.
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What's New?

- **MCP Billing:** by the end of October, 2018, 85% of clinics will have implemented the new MCP Billing solution. Since it was launched in May, 2018, there has been a significant improvement in functionality and ease of use.
 - eDOCSNL aims to move any remaining/interested clinics to the enhanced MCP billing solution by the end of the year.
 - If your clinic is interested, please contact eDOCSNL at info@edocsnl.ca to book your automated billing date and determine next steps.
- **Results Delivery Enhancement** - clinical documents and medical imaging reports from Central Health are now available in HEALTHe NL and are flowing directly to your EMR. With the addition of this information, the results from most provincial facilities are now available via eDOCSNL.
- **Electronic Results/Paper Distribution:** eDOCSNL is working with Eastern Health and Western Health to move closer to turning off paper distribution to Med Access users.
 - **Eastern Health** – recently validated the distribution of electronic **Lab** results to Med Access in Eastern Health. The result was 100% accuracy. As a result, Eastern Health has moved ahead with a Risk Assessment. Much work has been done and this continues to move forward.
 - **Western Health** – validated the distribution of electronic **Lab/DI/Clinical Docs** to Med Access in Western Health. The result was 100% accuracy. As a result, Western Health has moved ahead with a Risk Assessment which is nearly complete. Recommendations from Western Health have been forwarded to the eDOCSNL team and a meeting is being scheduled to discuss.

Next Steps:

- Education will be required regarding the eResults relationship table and the selection of results.
- A standard process for returning results received in error at a clinic is required. The eDOCSNL team will meet with the Provincial Lab Committee to discuss.
- Once the Regional Health Authorities are ready to move forward, a plan will be put in place to turn off the distribution of paper results one clinic at a time.
- eDOCSNL Practice Advisors will provide on-site education to both providers and reconcile users and ensure they have the required information to make an informed decision to turn paper distribution off for their clinic.
- Data quality checks will take place for the week after paper is turned off, then a schedule will be developed for quarterly, yearly, etc.

Did You Know?

Privacy and Security: one of the simplest steps you can take to protect your patient's privacy is to lock your work station. Each time you leave your computer or tablet unattended, don't forget to simply lock your device. This will help prevent inappropriate access to your patient's information. To lock your work station, press Ctrl-Alt-Delete. On the menu that pops up, click 'Lock this computer.'

Mobile App: TELUS Health offers a mobile app so that you can access your clinic's EMR from anywhere. The app now allows you to view diagnostic imaging, labs and clinical reports as well as

patient visits. You can also securely take photos of patient concerns (such as a rash) and send to the patient file within the EMR.

- The app is available for both Apple and Android and can be found in the App Store.
 - If your device is not setup for automatic updates, check the App Store regularly for app updates which include enhanced functionality.
- If you need help downloading the app or have questions call TELUS Health Med Access Support at 1-888-781-5553.

Logging Tickets with TELUS Health: if you require technical support, please contact TELUS Health Med Access Support at 1-888-781-5553. You can also log a case via the Community Portal. From the main EMR window, right-click the 'Help' icon and then click 'Community Portal.' This opens the 'Home' tab of the portal. Alternatively, in the top-right corner, click the 'Portal' icon and choose 'Community Portal.' This opens the 'Home' tab of the portal.

Locum and MCP Billing: TELUS Health allows physicians to share their EMR subscription for a period of time during their absence through the creation of a locum subscription. To add a locum user account, call TELUS Health Med Access Support. **NOTE: If you have a locum joining your clinic, please notify MCP Operations to add the physician to the billing site.**

Helpful Tips for your EMR

- **Basic Patient Search:** to search for a patient chart in the EMR, click the 'Search' icon to open the 'Patient Search' window. Enter the patient information, and press the <Enter> key
 - The default search options are Last Name, First Name, Chart #, Primary Insurer #, Phone #, Date of Birth and Status. **HOWEVER - the first search method should always be by the MCP # which would be placed into the Primary Insurer # and then the patient will come in automatically.**
 - If no MCP is available you can then search by first or last name, the entire name does not need to be entered. Only the first few letters are required.
 - **NOTE:** right-click on the 'Search' button to see a list of patients you have previously searched.
- **New NL Provincial Laboratory Requisition Form:** the new NL Provincial Lab Requisition form is now available to Med Access users and ready for use. *Please contact your Regional Health Authority to determine how long they will accept the previous version of your lab requisition.*
 - You will need to save the new form as a 'User' and/or 'Clinic Favorite.' Any templates that you have created with the old forms will also need to be updated and replaced using the new form.
 - To find and favorite the new Provincial Lab Requisition Form, select the 'Templates' icon at the top right of your Dashboard, click on the 'Obs' tab, search for the form under the 'Categories' section and 'Favorite' it by clicking the 'Heart' icon on the right of the window (it will turn red once you Favourite it).
 - For more information on how to create and save your own Templates, search 'Template Management' in the Help Files.

- **Updated Med Access Features**
 - **Payment Summary Report:** users can now use a new report type called **Payments Summary Report** to include a grand total page. This grand total summary page sums up all payments received by provider(s) within a given date range. The summary shows payments by insurer and payment type.
 - **Active Links – EMR Messages:** within the EMR Messenger messages, you can now directly click on shared links and be re-directed to the intended website(s). Previously, when Med Access Support shared a link via EMR message you had to copy and paste it into your browser to access the information or website(s).
 - **Assigning Confidential Billing Messages:** a TELUS Health site admin can enable this new feature so that all incoming Remittance Summary files (bulletins) and TAD files are assigned directly to the intended provider. Please call TELUS Health Med Access Support at 1-888-781-5553 to have activated. The billing Provider will be the only one that will see their remittance and tads.
 - **Z-status results display:** when a Z-status message is received by the EMR, the EMR indicates that the result is unavailable and directs you to view the report in MEDITECH source system. The status of such messages is set as **Retracted**. The Retracted message will also appear within the electronic report.

- **Tips for Medical Office Assistants (MOAs)**
 - **Entering/Updating Patient Legal Names in your EMR and the Provincial Client Registry:** it is important to follow the Provincial Standard for Registration when confirming a patient's demographic and contact information.
 - **PLEASE DO NOT USE SPECIAL CHARACTERS IN ANY OF THE NAME FIELDS.** As examples:

| INCORRECT | | CORRECT | |
|------------------------|---------------------|-----------|------------|
| Last Name | First Name | Last Name | First Name |
| Test | Male **Charlie** | Test | Male |
| Test | Male "Charles" | Test | Male |
| Test | "Male" | Test | Male |
| Test, Male, Charles | | Test | Male |
| Test | Male 1976 | Test | Male |
| Test (1X only) | Male | Test | Male |

eDOCSNL Collaborations

The eDOCSNL Clinical Advisory Committee is helping to shape the direction of the eDOCSNL program and initiatives such as the Fall Foundation Tour. The Committee will meet again on November 9, 2018. Do you have an item to share with them? Email info@edocsnl.ca.

To learn more about eDOCSNL, please visit www.edocsnl.ca. If you wish to recommend eDOCSNL to a peer, please share the www.edocsnl.ca website or have them email info@edocsnl.ca.

If you do not wish to receive this email, please feel free to use the unsubscribe button.

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