

### POLICY STATEMENT

This policy governs the scheduling and implementation of Fee for Service and RHA/PHC clinics requesting Med Access as the clinical documentation tool in clinics throughout the province. eDOCSNL will coordinate implementation activities in both RHA and FFS settings according to the principles outlined below.

### INTENT

The intent of this policy is to communicate to Fee for Service clinics, RHA's, DHCS and Primary Health Care teams in Newfoundland and Labrador. The policy regarding eDOCSNL implementation, coordination and adjustments to current and future scheduled implementations.

### POLICY SPECIFICS

The eDOCSNL Program facilitates scheduling and implementation of both Regional Health Authority clinics (RHA) and Fee for Service clinics (FFS) throughout Newfoundland and Labrador according to the following guiding principles:

1. FFS clinic
  - a. Deployments will be scheduled in partnership with the authorized clinic representatives based on the following criteria;
    - i. Appropriate paperwork is completed and submitted
    - ii. Availability of Telus trainers, eDOCSNL Practice Advisors and clinic staff
    - iii. Sufficient time allocated to complete the required Clinic Assessment, development/configurations, training and post implementation support
    - iv. Schedule the deployment at the earliest available time and not impact currently scheduled clinics
2. RHA deployment
  - a. Deployments will be scheduled in partnership with the RHAs based on the following criteria;
    - i. Priority listing of known implementations provided to the eDOCSNL Program by the RHA on a regular basis
    - ii. RHA Implementation Request form is completed and submitted
    - iii. Availability of Telus trainers, eDOCSNL Practice Advisors and RHA staff.

- iv. Sufficient time allocated to each project for the required Clinic Assessment, development/configurations, training and post implementation support.

Changes to a scheduled implementation will be considered on a case by case basis by eDOCSNL and requests for change will be handled in the following manner:

1. FFS Clinics

- a. A clinic representative may request to delay an implementation due to unforeseen circumstances and eDOCSNL staff will work with the clinic to determine the next available date that is mutually agreed upon without impacting other scheduled clinics.
- b. A clinic may request an earlier implementation date which would only be approved under the following conditions;
  - i. No other scheduled clinics will be impacted.
  - ii. eDOCSNL and Telus Learning Specialist resources are available. at the requested time
  - iii. There is sufficient time to complete the onboarding activities which include but not limited to; site visit, completion of clinic needs assessment and development/configuration activities.
  - iv. Approved by eDOCSNL Program Manager or delegate.

2. RHA/PHC DHCS clinics requests

- a. RHA/PHC and/or DHCS representatives may request to delay an implementation due to unforeseen circumstances and the eDOCSNL Program Manager or delegate will work with the respective representatives to determine the next available date that is mutually agreed upon without impacting other scheduled clinics
- b. RHA/PHC and /or DHCS representatives can request to adjust their own currently scheduled clinics by changing the priority listing and moving clinics within their own scheduled deployments under the following conditions;
  - i. No other Region Health Authority's scheduled implementation or FFS scheduled implementation will be impacted.
  - ii. Telus Learning Specialist, eDOCSNL Program Staff and RHA staff resources must be available at the requested time.
  - iii. There is sufficient time to complete the onboarding activities which include but not limited to; site visit, completion of clinic needs assessment and development/configuration activities.

eDOCSNL also recognizes operational priorities may change and allows both RHA/PHC/DHCS and FFS clinics to review and reorganize/reprioritize their own scheduled deployments. If there are any requests for schedule changes that will impact other scheduled fee for service or RHA/PHC/DHCS initiatives these will have to be presented to the EMR Management Committee for approval. For example; the RHA and/or DHCS makes application for a time-sensitive implementation where all resources are scheduled for other implementations and there is very little to no time to prepare for onboarding a clinic/program. In order to meet the request other scheduled initiatives will have to move and resources reallocated to the new project. Any changes to the deployment schedule would be at the discretion of eDOCSNL and/or the EMR Management Committee and all decisions would be final.

In the event of natural disasters, operational disasters, States of Emergency (SOE) or Pandemic, eDOCSNL will reschedule any affected clinics for the next available deployment date as dictated by the circumstances of the incident.

## BACKGROUND

eDOCSNL is experiencing a high volume of requests for the implementation of the Med Access clinical documentation tool across the province. In most cases schedules are created months in advance due to the high demand. Also, the program often receives requests to adjust currently scheduled implementations by an RHA and/or DHCS. In order to maintain the integrity of the onboarding process and scheduling activities, any event that may impact the schedules and/or clinics in a negative way must be approved by Management Committee.

### **Associated Resources:**

#### **Adverse weather conditions policy**

#### **Appropriate forms for both RHA and FFS Implementations**

## APPROVAL

**Approved by:** EMR Management Committee

### **Revision History:**

Initially Approved: Date

Revised: