eDOCSNL
ELECTRONIC MEDICAL RECORD

Newsletter

eDOCSNL Stats

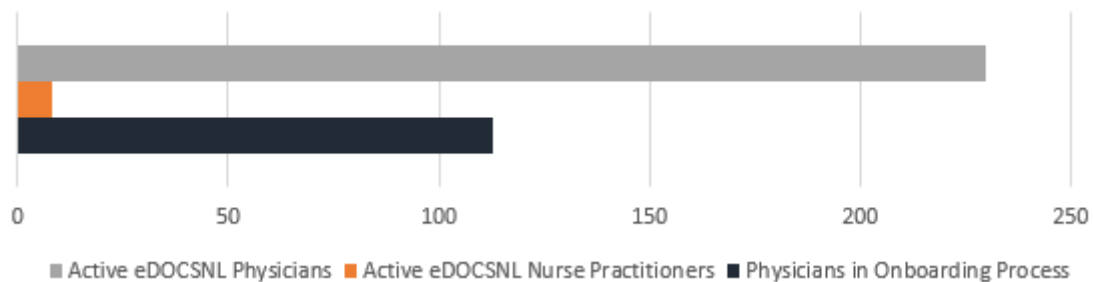■ Active eDOCSNL Physicians ■ Active eDOCSNL Nurse Practitioners ■ Physicians in Onboarding Process

August 2018

Welcome

Welcome to the August issue of the eDOCSNL newsletter. In this issue, learn more about the Fall Foundation Tour, read about the new Provincial Lab Requisition form that is being released in September, find helpful tips for using your EMR such as billing functions, adding a locum and setting patients and tasks to confidential, plus much 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. What topics would you like us to cover in future issues? Email info@edocsnl.ca.

Provincial Deployment Status

Did you know that 41 percent of fee-for-service family physicians are using eDOCSNL?

There are 229 active eDOCSNL physicians (157 fee-for-service family physicians; 42 fee-for-service specialists; 18 salaried family physicians; 4 salaried specialist physicians) and 8 nurse practitioners. An additional 59 physicians have scheduled dates for onboarding or are waiting to be scheduled. Another 51 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.

Fall Foundation Tour

Based on feedback from existing EMR users and the eDOCSNL Clinical Advisory Committee, we will be conducting a Fall Foundation Tour to offer our users additional support around the integration and enhanced use of Med Access. This includes:

- **Newofundland 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 will be participating in the formal conference program with a workshop on Sunday, October 14 from 1:20 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." Please note there will be a maximum of 15 registrants per workshop.
  - The team will also host demos on a variety of Med Access features. Time slots will be posted throughout the conference.

- **Clinic Re-Visits:** eDOCSNL is scheduling follow-up in-person visits to each clinic. 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.

For more details check out the Fall Foundation Tour website.

What's New?

- **New NL Provincial Laboratory Requisition Form:** the new Provincial Lab Requisition form is being released in **September, 2018** and will be ready for use at this time.

  IMPORTANT DATE: As of **October 1**, **2018** the Regional Health Authorities will require the new form. The previous version **WILL NOT** be accepted after **September 30, 2018**.

  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.

  Please watch the EMR Messenger for the release of Provincial Lab Requisition Form and details on how to 'Find' and 'Favourite' the requisition form.

- **Termination/Withdrawal Form:** in certain circumstances, users may wish to terminate/withdraw from the eDOCSNL program (retirement, leaving the province, etc.) To learn more about the termination process, please visit the eDOCSNL [website](#) and view the [Termination/Withdrawal form](#).

- **eDOCSNL News and Resources:** the eDOCSNL website has a [News and Resources page](#). Read previous newsletters, find program updates and access important forms.

Did You Know?

Med Access EMR Software and Hardware Recommendations: TELUS Health has a guide for recommended hardware and software for use with the Med Access EMR. To learn more, search 'Minimum Hardware and Software Requirements' in the Help Files.

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.

Privacy and Security: the use of Med Access helps physicians and their clinics create a secure environment for patient information. To support the privacy and security features of your Med Access, be sure to lock your workstation when you leave the room. In case you forget, your Med Access also has a session timeout feature – the timeout period should be set for 30 minutes to ensure your patient information is kept private and secure. If you require assistance to reset your timeout period to 30 minutes, contact TELUS Health Med Access Support at 1-888-781-5553.

Locum Working for More Than One Doctor: it is possible for a locum to work for more than one doctor at a clinic. To learn more, visit the Help Files and search 'Locum Delegation.'

Helpful Tips for your EMR

- **Locum:** in recognition of physicians' need to provide continued patient care during their absence, 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 learn about who is considered a locum, what a locum can do under locum subscription and how to setup and delegate a new locum account, visit the Help Files and search 'Locum Delegation.'

- **Confidential Patients and Tasks:** patients and tasks can be set to confidential. To make a task confidential, right-click in the task window between the assignee and 'Due' field and select 'Confidential.' This immediately marks the task with a padlock and deems it confidential. The complete patient chart can also be identified as confidential by updating the 'Demographics' tab of the chart. See the 'Confidential' field located at the lower end of the demographics tab. When you check this on a chart it immediately shows the chart as confidential with a padlock icon near the patient name.

- **eFax:** to eFax a document that is not tied to a patient, please take the following steps: right-click the 'Message Viewer' icon in the upper right corner of the dashboard; select 'Administrative Tasks;' create new task with the 'New Task' icon; and select category of attachment (e.g. non-patient eFax); select the receiver (provider name or facility). Once this is complete, the eFax icon will appear whereby you can eFax the document.

- **Scheduling Next Task (e.g. pap, colonoscopy, etc.) on a specific schedule:** on the task window, right-click in the grey area to the right of the 'Update' and 'Forward' fields. To set a task to recur in your task list on a time basis, select a recurrence time frame. If you want to set a task as urgent, set an urgency on the task. If you want a task reminder, set the due date to the time you wish to be reminded.

- **Incorrect Results:** in the event that patient results are incorrectly arriving in your EMR, please print and return them to the issuing Regional Health Authority through fax or by eFax.

- **New Physicians:** if you have a new physician starting at your clinic, you'll need to complete the [Addition of a Physician Application](#) found on the [eDOCSNL website](#). Please note, the new physician must sign and return the Physician Participation Agreement. To obtain a copy of the agreement, see Step Three of the application form.
  - **Note:** the process to add a physician (once the signed agreement has been received by eDOCSNL) can take up to three weeks. Scheduling cannot begin until the original signed paper copy of the agreement has been returned.

- **Billing:** you can view your billing remittances by following the steps below.
  - **View remittance statement:** go to the 'My Bills' screen from the dashboard and select the 'Messages' icon. You will see the remittance statements for the physicians who are billing.
    - As well, the remittance dashboard is another way of viewing remittances for your providers. If the remittance dashboard is not visible at the top of your main dashboard, right-click on any of

your dashboards and select 'Open Dashboard' and then select the 'NL Remittance' dashboard.

- o **View TADS:** you can view TADS on the 'NL Ministry' dashboard under the section called 'Action Required' or under the 'My Bills' window with a status of action required in the filters.

eDOCSNL Collaborations

eDOCSNL is working with the Department of Health and Community Services and the Regional Health Authorities on strategies for including the EMR in the implementation of primary health care teams.

eDOCSNL supports the Family Practice Renewal Program which is focused on transforming family practice for better health. The program, which is governed jointly by the NLMA and the Department of Health and Community Services, has a mandate to design new programs and initiatives and will become an influential body in the future evolution of the physician's role in primary health care in the province.

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.

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