# Newsletter
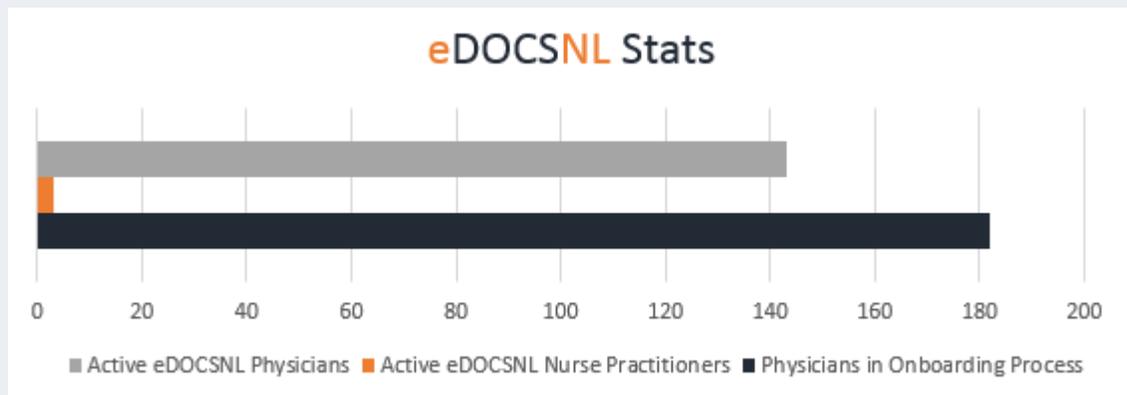


January 2018

## Welcome

Welcome to the January issue of the eDOCSNL newsletter. In this issue, you will find an update on deployment, helpful tips to navigate your EMR, including how to avoid errors in the Client Registry, as well as information on a number of eDOCSNL partnerships and collaborations.

To help us strengthen the newsletter, we welcome your input. Send us your feedback and the topics you would like to see included in future issues. To add a member of your team to our newsletter distribution list email info@edocsnl.ca.

## Deployment Numbers

There are currently 143 active eDOCSNL physicians and three nurse practitioners. We are working with 92 additional physicians to implement the EMR into their clinics. Another 90 physicians have submitted an expression of interest.

Do you have a colleague interested in incorporating eDOCSNL in their practice? There is still space for fee-for-service physicians. Visit www.edocsnl.ca for information.

## Did You Know?

- There are currently 81,880 patient charts in Med Access systems in NL.

- The next version of the Med Access application will include an automated billing solution. This enhancement will eliminate the file management process of the current Med Access billing module and will remove many of the previous challenges associated with the billing software. If you are an active EMR user, the eDOCSNL team will be in touch to discuss roll-out of this upgrade.
- Labrador-Grenfell Health laboratory and clinical results will be available in the EMR in February, 2018. Western Health clinical results will also be available in February.

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## Helpful User Tips for Your EMR

- **TELUS Health Community Portal:** as a Med Access user, you have secure access to the TELUS Health Community Portal which allows you to look up answers to frequently asked questions; submit and evaluate suggestions to enhance your experience; find training materials and information bulletins; and collaborate with colleagues, share files, and join groups. The Community Portal can be accessed by right clicking the help icon in the upper right corner of the dashboard.

- **Client Registry:** the most common errors in the Client Registry (CR) involve date of birth; gender; test patients being uploaded by mistake; and duplicate files and information from two separate patients being found on one patient's profile. Below are some tips to help you prevent errors:
    - Ensure HEALTHe NL is ON when working with your daily schedule but OFF when working with test patients.
    - Make sure the patient presents their MCP card to you during the registration process and when you are updating their profile.
        - If the Client Registry information differs from yours, you will see the CR validation window every time you sync the patient. This DOES NOT mean you must accept the CR information. Accepting the CR information will OVERWRITE the information in your EMR. For example, the preferred contact phone number (which could be a cell phone) may be overwritten by what is actually the patient's correct home phone, but not the number the patient prefers to be contacted by.
    - When making manual changes to patient demographics ensure the following:
        - Gender and date of birth are specified correctly.
        - Patient name is the legal name.
        - Primary identifier is filled with the Patient Health Number.
        - The patient's primary contact address (where the patient would receive mail) is listed as 'Home – Mailing.'
        - Patient's preferred phone contact number is listed as 'Home – Phone.'

- Pay extra attention to demographic information if your clinic has undergone a data conversion process from a previous EMR to Med Access. For example, ensure the date of birth is correct and ensure that 'Gender' is correct or not blank.
- If you encounter a duplicate file in a chart search and you are confident that they are the same patient, MERGE the files following the steps outlined in the Help section of Med Access.

## eDOCSNL Collaborations

- eDOCSNL is partnering with the Department of Health and Community Services and the Primary Health Care programs at each of the Regional Health Authorities to align Med Access with their plans for Chronic Disease Management.

- The eDOCSNL team is collaborating with the Dr. H. Bliss Murphy Cancer Centre to determine screening program requirements for future integration.

- eDOCSNL is working in partnership with the Office of Professional Development, Faculty of Medicine, Memorial University on the development of a continuing professional development (CPD) strategy

## Definitions

**EPR vs. EHR vs. EMR**

- Electronic Patient Record (EPR) (MEDITECH) – enables sharing of a patients hospital visit within a health authority. Holds a portion of a patient's relevant health information. An essential source of information for the provincial EHR.
- Electronic Health Record (EHR) (HEALTHe NL) – facilitates sharing of patient data province-wide across the continuum of care, across health care delivery organizations and across geographical areas. Links clinics, hospitals, community pharmacies and other points of care province-wide. Includes access to patient medication histories from community pharmacies.
- Electronic Medical Record (EMR) (eDOCSNL) – patient health information specific to clinician practice. The record clinicians maintain on their own patients. Can be integrated with other digital health technology such as the EHR. Provides billing and scheduling functionality.

*To learn more about eDOCSNL, please visit [www.edocsnl.ca](http://www.edocsnl.ca). If you wish to recommend eDOCSNL to a peer, please share the [www.edocsnl.ca](http://www.edocsnl.ca) website or have them email [info@edocsnl.ca](mailto:info@edocsnl.ca).*

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