Newsletter

eDOCSNL Stats

■ Active eDOCSNL Physicians ■ Active eDOCSNL Nurse Practitioners ■ Physicians in Onboarding Process
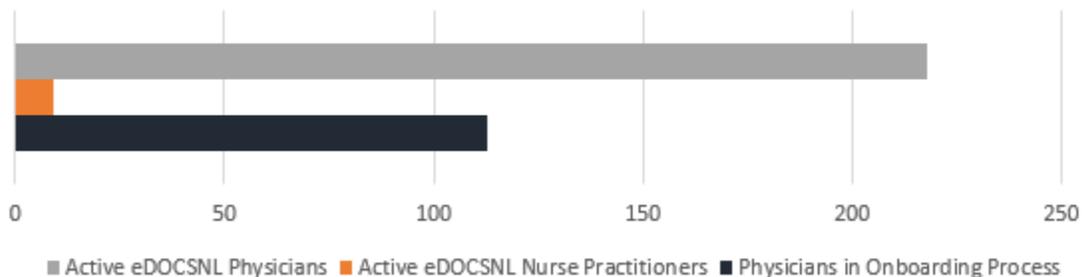
July 2018

Welcome

Welcome to the July issue of the eDOCSNL newsletter. In this issue, learn more about the eDOCSNL Fall Foundation Tour and the Provincial Forms Standardization initiative. You will also find tips on adding a new physician to your EMR, managing INR blood results and more.

Would you like to add a member of your team to this subscription list? Send the name/email of each contact to info@edocsnl.ca. Do you have feedback to share? Email info@edocsnl.ca.

Provincial Deployment Status

There are 218 active eDOCSNL physicians (147 fee-for-service family physicians; 40 fee-for-service specialists; 18 salaried family physicians; 4 salaried specialist physicians) and 9 nurse practitioners. An additional 65 physicians have scheduled dates for onboarding or are waiting to be scheduled. Another 48 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 clinic re-visits, workshops during the Family Medicine Conference and more beginning in September. For more details check out the Fall Foundation Tour website.

What's New?

- **Provincial Forms Standardization:** a provincial working group is creating and implementing standardized forms that support the clinical business processes of the Regional Health Authorities (RHAs) and eDOCSNL. The goal is to replace multiple existing forms used for the same purpose with a single, standardized provincial version; eliminate duplication, reduce the overall number of forms and the need to create new forms locally. They will also develop provincial form content standards and a user toolkit.
    - **Timeline:** the first phase of the project will include clinical forms needed for the EMR. The second phase will focus on provincial screening/referral program forms with the third phase incorporating other clinical forms.
    - Find out more about the Provincial Forms Standardization here.

Did You Know?

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.

New Templates: new templates are added to the EMR regularly. Check the EMR Messenger for updates.

Reference Guides: Med Access has Resource Guides for physicians and MOA/Admin. Visit the Help Files, then 'Getting Started' in the left side bar and 'Reference Guides.'

Deployment Training: if you're just getting started with Med Access, representatives from eDOCSNL and TELUS Health will visit your clinic to get you setup and complete training/deployment. This takes place over 2-3 days and is a critical time for new users to learn the important features of the EMR.

Privacy and Security: Personal Health Information Act (PHIA) Online Education is a quick and easy way to keep your team up to date on privacy matters. Whether you have a new team member or your team is in need of a refresher, you can use the PHIA Online Education Program. Visit http://nlchi.skillbuilder.ca/home for more information.

Helpful Tips for your EMR

- **Managing INR Blood Results**: you can create patient follow-up tasks when reviewing INR blood results in your EMR. At the bottom of the INR result task window select 'Complete' and create a patient follow-up task. The task category is 'Patient Follow-up.' Under the task type select 'INR.' This will pull the INR monitoring template to the right side of the screen. To learn more, visit the Help Files and search 'INR blood results.'

- **Client Registry Window:** the Provincial Client Registry is used to accurately identify individuals registering at hospitals, community health centres and pharmacies across Newfoundland and Labrador. Recent issues with the Registry have now been resolved and will allow you to connect to the HEALTHe NL Viewer. As a reminder, when you search patients using the Client Registry, do not close the window by clicking the 'X' located in the upper right corner. Instead, it is recommended you close the window by selecting 'Accept Client Registry Data.'

- **Removing Favourite Meds Templates:** prescription or meds templates can be removed from within the prescription writer window. Any chart can be used to access the prescription writer window and remove the desired meds templates as favourites.
    - Access the 'Meds' tab from any patient chart and click the 'New' icon.
    - The prescription writer window is displayed. At the top-right, click the 'Menu' icon and hover-over 'Find Med Template.' A list of favourite templates is shown. Depending on clinic preference this list may show user or clinic favourites or a combination of both.
    - Click 'Find Med' template. The 'Prescription Templates' window is shown.
    - For any template(s) you want to remove as a favourite, click the corresponding pink 'Heart' icon and it will change to the grey 'Heart' icon indicating that the template is no longer a favourite.
    - Once you have removed the desired meds template(s) as favourites, simply close the 'Prescription Templates' window to return to the prescription writer window.
        - You can very easily verify that the template you removed from being a favourite is no longer shown in your list of favourites.
            - From the prescription writer window, click the 'Menu' icon and hover-over 'Find Med Template.' Notice the meds template you removed from being a favourite is no longer available in the list.

- **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.
  - ○ When searching by first or last name, the entire name does not need to be entered. Only the first few letters are required.

- **Schedule Multi View:** the 'Multi View' displays all schedules for a selected provider group, facility, and day. Clicking on a physician's name will navigate to the 'Daysheet' for that physician. It is possible to book appointments from this screen by clicking on the desired, available appointment link. To show the Multi View, click the 'Multi View' icon at the top of the screen. The Schedule - Multi View will appear. For more details, search 'Multi View' in the Help Files.

eDOCSNL Clinical Advisory Committee Update
By Dr. Celine Dawson, Committee Member

The official kickoff to the eDOCSNL Clinical Advisory Committee is underway. The Committee's mandate is to advise the eDOCSNL Management Committee on the continuous improvement of the eDOCSNL program. The committee is comprised of representatives from the fee-for-service community, the Newfoundland and Labrador Medical Association (NLMA), Regional Health Authorities and eDOCSNL.

The Committee has met twice and several key areas of focus have emerged. One of the first undertakings will involve assessing and improving roll-out processes to new sites as well as building on and improving Med Access use for current users. As a result, eDOCSNL is planning the Fall Foundation Tour. Representatives from eDOCSNL will visit current Med Access users beginning in September to discuss successes and assess ongoing needs for day-to-day use of the program.

The Committee is also assessing the level of support available to users to determine if user needs are being met. Currently support is being provided by eDOCSNL Practice Advisors, the TELUS help desk and the Med Access community portal.

Concurrently, the Committee will be advising on mature use models including the roll-out of tools such as templates, flow sheets and care plans. An example was presented by Eastern Health who have developed a Diabetic care plan which incorporates treatment goals, monitoring, follow-up and the integration of allied health professionals who are key to the treatment plan. This care plan will improve patient health outcomes. Given the comprehensiveness of the care plan, the Committee felt it would benefit all Med Access users and eDOCSNL is planning to roll it out in the near future. Stay tuned!

The committee is also looking at strategies to advance increased adoption by non-users.

Current users agree that the Med Access software is very well designed with the clinician and support staff work flow in mind. From here, the Committee will strive to fine tune every aspect of the eDOCSNL program from adoption to roll-out and the transition to advanced usage.

The Committee would like to hear from you. Share your experiences and feedback by emailing info@edocsnl.ca.

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