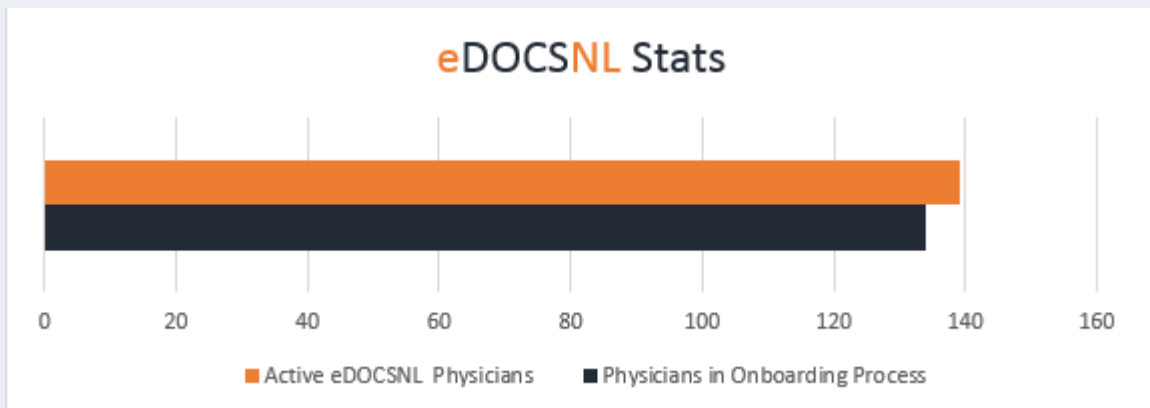


Newsletter



December 2017

Welcome

Welcome to the December issue of the eDOCSNL Newsletter. In this issue, you will find an update on deployment, important information about the features of your EMR, helpful tips to navigate common issues and more.

To help us strengthen the newsletter, we welcome your input. Let us know your feedback and what topics you would like to see included in future issues. Please email info@edocsnl.ca. If you would like to add a member of your clinical team to this subscription list, please send the request to info@edocsnl.ca.

Are you interested in incorporating eDOCSNL in your practice? To learn more, or to submit an expression of interest, 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.

About eDOCSNL

Mission and Vision

The vision of eDOCSNL is to advance the meaningful use of EMRs to help create a healthier population and a stronger health system. The mission of the program is the provincial deployment of eDOCSNL to enhance patient care delivery and increase quality information for health system planning.

Deployment Numbers

eDOCSNL is being rolled out to fee-for-service family practice and specialist clinics and to primary health care clinics in partnership with each Regional Health Authority.

As of December 14, 2017, 139 physicians were using eDOCSNL. A total of 134 physicians are in the onboarding process.

Respect for Patient Privacy

Patient privacy is important to us. When reporting an issue to the eDOCSNL team, please do not include personal health information such as a birthdate, name or MCP number in communications sent using an unencrypted method (eg: email, text messaging, etc). Such methods of transfer for personal health information are not considered to be secure and may easily be misdirected. If a reported issue requires additional details, including personal health information, a member of the eDOCSNL team will contact you to ensure it is addressed appropriately.

Important Date - Signing your Agreement

All fee-for-service physicians using Med Access have now been sent their EMR Physician Participation Agreement (EMRPPA) and are encouraged to sign and return them by December 31, 2017 to confirm enrollment. All physicians who enroll in eDOCSNL by **December 31, 2017** will receive **one year of program fees for free** and the second year at half price. Please return the signed agreement to:

eDOCSNL
NL Centre for Health Information
70 O'Leary Avenue
St. John's, NL A1B 2C7

Once the signed agreement has been received, we will schedule a date to install your EMR or if already installed, for the integration of HEATLHe NL with your system. If you have any questions about the agreement or require a new copy, please email info@edocsnl.ca.

Did You Know?

Within Med Access, physicians can easily create a consult letter with prefilled provider information. To search for a provider, select the 'provider' icon in the upper right corner of the dashboard.

eDOCSNL Collaborations

eDOCSNL is working in collaboration with the Office of Professional Development, Faculty of Medicine, Memorial University and the Newfoundland and Labrador Medical Association on a survey for all current eDOCSNL users. The survey was distributed to active Med Access users in November and the deadline to complete is January 5, 2018. The results of the survey will help inform development of a continuing professional development (CPD) strategy. If you are a current Med Access user, please complete the survey at <https://www.surveymonkey.com/r/EMR-NL>.

Helpful User Tips for Your EMR Using the Med Access Help Files

The Help Files, already available in your EMR, contain useful information to help you navigate most issues. Below you will find details to help you address some of the most common issues experienced by users.

Cash payments – Med Access supports more than MCP billing. To process a cash payment go to the 'bill' tab in the chart and select the 'new' icon. Select 'patient pays' from the dropdown menu where you would normally find the patient's MCP. Add the amount in the 'units' field and it will auto populate (you don't have to specify diagnostic or billing codes). Add a note in the 'internal comments' section to indicate what the payment is for. You can also add the payment in the bill by clicking the 'pay all' icon in the upper right corner of the window so its status is 'paid' and then hit 'submit' at the bottom of the screen.

Nicknames – patients sometimes prefer to be referred to as a name other than their legal name. To add a nickname or other name to a patient's chart, navigate to the 'demographics' tab of the chart and select the 'name' button on the right side of the screen. Select the 'new' button in the upper right corner of the next screen. Enter the other name in the field provided and identify what type of name it is by selecting the particular name type. For example, if you add the name 'Junior' and this is a nickname - select 'nickname' under type. Save this screen. You are then returned to the demographics screen. Select the 'update' button at the bottom of the demographics screen.

Next of Kin – to add a next of kin, in the patient profile open the 'demographics' tab of the chart. Navigate to the upper right corner of the tab and select the 'other' icon. The emergency contact and other information form will appear at the top of the screen. Enter information as required and select the 'update' button in the lower left of the screen.

Videos – there are a number of videos available in the Med Access Help Files. The video

library contains instructional, getting started and community portal videos as well as webinars. On the Help Files page, type 'video' in the search line in the upper left corner of the page and click enter.

Definitions

Integration – when a clinic begins using eDOCSNL they will get integration with provincial health information systems including the Client Registry, the Provider Registry, the electronic health record HEALTHe NL. From HEALTHe NL, clinical results such as laboratory, diagnostic imaging and other clinical reports flow directly into Med Access.

Client Registry – contains demographic information used to accurately identify individuals registering at hospitals, long-term care facilities, community health centres, community pharmacies, MCP and now physicians participating in eDOCSNL.

Provider Registry – contains information to identify licensed health care providers in Newfoundland and Labrador. The registry data source is provided by each of the professional regulatory organizations.

HEALTHe NL – HEALTHe NL consolidates information from a variety of sources across the province, including the Pharmacy Network, the Picture Archiving and Communications System (PACS), the Laboratory Information System (LABS) and the Client Registry. These components of HEALTHe NL allow authorized users to view patient medication information, diagnostic images, lab results, clinical documentations, immunizations and patient demographic information. It provides timely access to up-to-date patient health records when and where needed and enables coordination between health care providers. All this information is currently available from Eastern Health and by early 2018 Central, Western and Labrador Grenfell's diagnostic imaging and dictated clinical documents will be available. HEALTHe NL is available through the icon inside the patient chart in eDOCSNL.

Unmatched Patient – an unmatched patient task is triggered when a result comes in to Med Access and the patient does not exist locally within the EMR. This could also be a case where there is a patient's record in Med Access but it has not recently been synced with the Client Registry to get the most up-to-date information (eg: MCP, MCP expiry date, full name, DOB, gender, etc). To resolve, select the 'description' of the unmatched result. A pop-up screen will appear. Select the 'person' icon in the pop-up screen. Next, search for the correct patient based on the information in the result. If found, select the correct patient record to move the result to. If not found, create new. In this case, do not use the 'unmatched patient' option if you right click on the search button. NOTE: MCP is the main identifier it will match first.

Unconfirmed Patient – an unconfirmed patient task is triggered when a result comes in to the EMR and the patient information does not match exactly. This is normally triggered when the MCP number does not exist, is incorrect or expired. It could also be caused when the legal name is miss-matched (first/middle vs. nickname). To resolve, select the 'description' of the unconfirmed result. A pop-up screen will appear. Within the pop-up screen, select the 'person' icon. This is where you will search for the correct patient based

on the information in the result on screen. Once found, select the correct patient record to move the result to. NOTE: MCP is the main identifier it will match first.

Season's Greetings



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eDOCSNL is governed by

