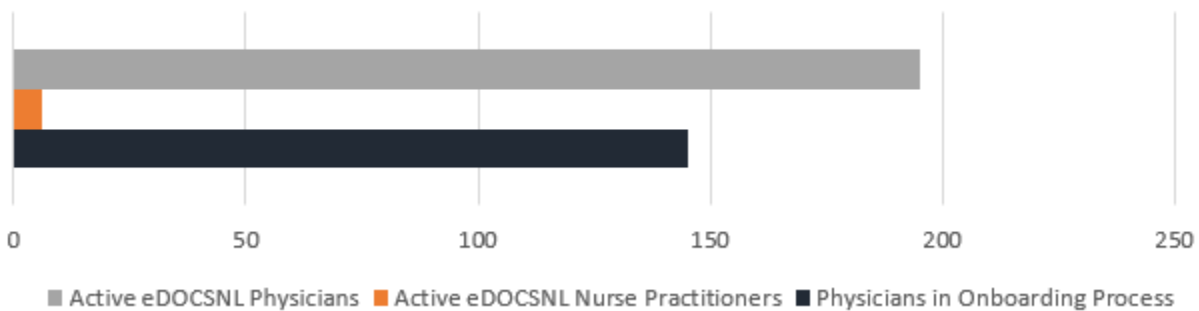


## Newsletter

### eDOCSNL Stats



May 2018

### Welcome

Welcome to the May issue of the eDOCSNL newsletter. In this issue, you will find an update from the eDOCSNL Program Director, tips on managing INR blood results, managing the recall of patients for lab or diagnostic imaging results and MCP billing, plus more!

Interested in adding members of your team to this subscription list? Send the name/email of each contact to [info@edocsnl.ca](mailto:info@edocsnl.ca). We're also interested in your feedback. Do you have comments on what you've read? Ideas for our next issue? Contact us at [info@edocsnl.ca](mailto:info@edocsnl.ca).

### Provincial Deployment Status

There are 195 active eDOCSNL physicians (127 fee-for-service family physicians; 38 fee-for-service specialists; 18 salaried family physicians; 6 salaried specialist physicians) and 6 nurse practitioners. An additional 61 physicians have scheduled dates for onboarding or are waiting to be scheduled. Another 69 physicians have submitted an Expression of Interest.

We are scheduled to welcome the new Regional Health Authority (RHA) primary health care clinic in Corner Brook in June. RHA primary health care clinics in Deer Lake and Stephenville are scheduled to come onboard this fall. Primary health care sites currently using eDOCSNL are Bonavista and Burin.

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](#) form.

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## Message from eDOCSNL Program Director

Hi everyone,

The Newfoundland and Labrador electronic medical record (EMR) journey continues to be a very exciting one. We are learning new things at every clinic we visit and when I say we, I mean the big we – our eDOCSNL implementation support team, clinic physicians and administrative teams, the Newfoundland and Labrador Medical Association (NLMA), Department of Health and Community Services, Regional Health Authority (RHA) partners and our large support team at the Newfoundland and Labrador Centre for Health Information (NLCHI).

In April alone, in addition to the five eDOCSNL team members, 39 additional NLCHI employees worked on the eDOCSNL program alongside our partners TELUS Health, NLMA, the Department of Health and Community Services, the Office of the Chief Information Officer (OCIO), MCP as well as our primary health care teams in each RHA.

We are still in the early days of the EMR implementation in Newfoundland and Labrador. However, as you can see by our adoption numbers, we have a significant number of clinics in the eDOCSNL program – there are 150,000 unique patient charts currently in the system. We are also looking forward to welcoming a significant number of private and public primary health care clinics this summer and fall. Bringing each clinic on is currently our main focus, with our longer term plan to enhance the mature clinical use of your EMR.

We have a long term vision for the mature use of the EMR in Newfoundland and Labrador, outlined in the diagram below. Presently, we are focused on levels one and two, which is the key to our success moving towards enhancing mature clinical use. Our learnings from you to date have focused the team on providing additional support through this change process, along with enhancing the MCP billing functionality and working with our RHA partners on reducing paper distribution of patient results.

Recently, we have spent time consulting with jurisdictions across Canada and learning from experiences in the United Kingdom. What we are realizing through these fabulous discussions is that we are all on similar journeys. All jurisdictions are working their way through various stages of EMR implementations. We are all attempting to find ways to bring enhanced clinical value to EMRs at the front line and larger scale system level learning from this data. Our recently established Clinical Advisory Committee will review and approve our Newfoundland and Labrador EMR mature use model, ensuring that end users lead and oversee the process.

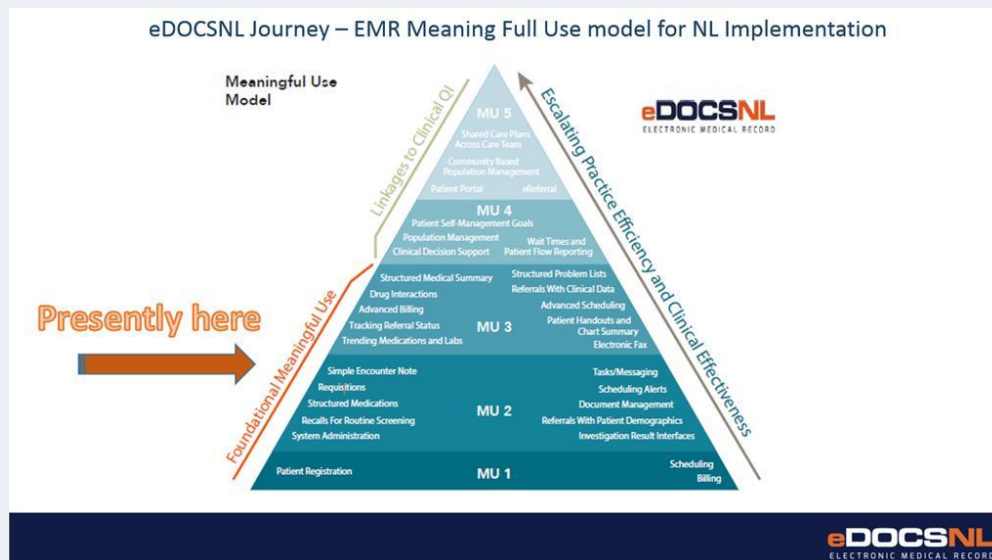
To our early adopters and those who are already part of the program, our team will be back to visit you this fall. This will give you a chance to ask questions, get help with any difficulties and start discussions on enhancing the clinical value of your patient data.

We are thrilled to be on this journey with you. We look forward to working with you going forward to enhance your EMR experience. To those of you joining us in the near future, welcome aboard and know that our team is here to ensure your clinic runs smooth. Please reach out anytime to

our knowledgeable eDOCSNL team who are committed to the continued success of the program.

Thanks and we look forward to continuing to work with each of you.

Blair White  
eDOCSNL Program Director



## What's New?

- We continue to roll-out the automated MCP billing feature. For a detailed update on the process, visit the eDOCSNL [website](#).
- eDOCSNL is working with local educational institutions to include training on Med Access in medical office assistants programs. This initiative continues to expand.
- eDOCSNL is working with the Regional Health Authority on a process to turn off paper results. Several clinics are part of a pilot project performing a quality assurance review.
- Med Access Help Files are now categorized for easier retrieval and navigation, with frequently accessed topics such as billing and scheduling brought to the front.
- The Med Access video library has a clean, fresh look. All videos are categorized by topic and are available from the same page. New videos are frequently being added. To access the video library, click the 'Help' icon in the upper right of your EMR.
- eDOCSNL is working with Memorial University on Continuing Medical Education (CME) credits related to EMR training.

## Did You Know?

- You can access EMR Google by right-clicking in the prescription window. You don't need to leave your EMR to research a topic.
- A notice will appear in the TELUS Messenger (located at the top of your EMR) when new forms are added.

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## 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 task screen 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.
- **Managing the recall of patients for lab or diagnostic imaging results** – after reviewing a result in your EMR, you may want to recall the patient. In this case, it is best to complete the task that the result is on and create a 'Patient Follow-up' task. The 'Patient Follow-up' task can be used to ask your reception/admin staff to recall the patient without making the result visible. A note can be made on the task to indicate why you are requesting the recall (e.g. review of lab work).
  - When a 'Patient Follow-up' task is created from a lab or diagnostic imaging result task, it links the results in. The results can be referenced on the 'Patient Follow-up' task from the 'Linked' icon in the upper right hand corner of the task.
  - When the patient arrives for the recall visit you can filter your tasks on the chart by the category of 'Patient Follow-up' and easily know why the patient has come to see you.
- **MCP Remittances and Remittances Messages** – inside of the 'My Bills' window you will notice an icon in the upper right hand corner of the screen called 'Messages.' This is where MCP remittance statements are delivered for provider viewing. There is also a dashboard that shows specific remittance information by provider. If this dashboard is not viewable in the upper center of your dashboard right-click on any dashboard icon (e.g. MOA) and select 'Open Dashboard.' You will then see 'Open Billing Remittance NL.' Select this dashboard and you will see a 'Heart' icon in the left side of this dashboard. Select the 'Heart' icon and it will favorite this dashboard as an icon in the upper screen of your primary dashboard.
- **Automated Billing: Viewing Pending, Approved, and Submitted Bills** – in the upper portion of your dashboard, you may see dashboards such as MOA or GP. The 'Ministry Claims Review NL' should also appear. If not, right click on any of the dashboards and select 'Open Dashboard.' Select the 'Ministry Claims Review NL' dashboard and then the 'Heart' icon on the left side. Selecting the 'Heart' will favorite this dashboard as an icon in the upper screen of your primary dashboard.
  - Each section of the 'Ministry Claims Review NL' is linked to more detailed information by patient. You can select either the section header (e.g. Action

Required Bills) or the bills that require physician specific action by clicking on the provider name. The pending, approved, submitted bills and those outside of 30, 60 and 90 days are all viewable in this dashboard. As bills go from a pending to approved to submitted status you are able to view the movement of the bills on this dashboard.

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## eDOCSNL Collaborations

- The eDOCSNL team participated in Eastern Health's Innovation Fair, which took place on May 17 at the Health Sciences Centre.
- eDOCSNL will kick off its clinical advisory committee on June 1. This committee will provide guidance and day-to-day feedback to enhance the program.
- 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.
- The team is working with the RHAs on the integration of a chronic disease case management program.

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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