



Turning Off Paper Medical Imaging and Departmental Reports Results Distribution– Q&A

January 2025

Why are paper copies of select patient results no longer being mailed to my clinic?

Currently, clinicians enrolled in the eDOCSNL program receive both electronic and paper copies of patient results for laboratory and medical imaging results, creating a duplication of workload, the continued accumulation of patient paper records and potential patient safety or privacy issues.

Who was involved in the decision to stop the paper distribution of these patient results?

Turning off the delivery of paper results has been an objective of eDOCSNL since its inception and is part of the program's strategic plan. In October of 2019, the Newfoundland and Labrador Medical Association sent a letter to the CEOs of Eastern Health, Central Health, Western Health and Labrador-Grenfell Health requesting on behalf of its membership enrolled in the eDOCSNL program that duplicate paper results being sent from the regional health authorities be turned off. An agreement between the CEOs of the four regional health authorities was reached and direction was provided to the Newfoundland and Labrador Centre for Health Information (eDOCSNL program) to implement the request. This change is also supported by the new NLHS leadership.

When will paper result distribution stop?

In January of 2025 patient results for most reports will no longer be mailed on paper to eDOCSNL physicians and will only be received electronically through the Med Access EMR. The change for the full user community will take time, so not everyone will observe the paper stoppage simultaneously.

I don't want to turn off paper, can I leave it on?

No, NLHS has decided that electronic delivery will be the standard for providers on EMRs and will not maintain two delivery systems. This decision was made on the basis of physician request and the patient safety risk represented by the maintenance of two systems of delivery.



Will this eliminate the distribution of ALL paper results being mailed to me?

This new process will **NOT** eliminate the distribution of **ALL** paper results being sent to clinics as not all patient results are currently distributed to EMRs electronically. The distribution of these results will continue to follow the existing mailing process in place today. This makes it critical that the remaining paper reports be reviewed by clinicians, as they are not being delivered in any other manner.

What results will I still receive via paper?

Some reports in these categories will continue to be delivered on paper, some examples of these include, but are not limited to:

- Any results from the Epiphany system which include, but are not limited to:
 - Sleep studies
 - Stress studies
 - Pulmonary function tests
- FIT Test summaries (which are developed in MS Word)
- Mammogram program summaries (which are developed in MS Word)
- Heart Failure Program summaries (which are documented exclusively in EMR)
- Summary letters from specialists that are not dictated into Meditech
- Some Cancer Care program summary letters

Will I be able to find electronic results in other systems outside eDOCSNL (HEALTHe NL, MEDITECH, etc.)?

Yes, electronic results that are currently delivered to EMRs can be viewed on HEALTHe NL. Other reports that aren't delivered electronically to EMRs can be viewed in MEDITECH, as per the existing process.

Who do I contact for questions, concerns or issues?

If you have questions or concerns about this initiative, please direct them to the eDOCSNL program at info@edocsnl.ca or contact your NLMA representative.

If you experience issues with results delivery at any time, please contact eDOCSNL. As all results are not being delivered electronically, if you notice you are receiving no reports at all by paper, please report this to eDOCSNL immediately.

Has this process been tested?

To ensure the reliability and accuracy of electronic results distribution, eDOCSNL has completed



formal data validation exercises as well as daily analysis of results delivered. The validation has repeatedly demonstrated the reliability and accuracy of electronic results distribution. eDOCSNL is confident that results are being distributed as they are generated in source systems reliably and with their content unaltered. In addition, this initiative will undergo a pilot phase wherein paper results delivery was turned off for select clinics in all regions.

Are there business continuity plans in place?

Business Continuity Plans have been prepared for every link in the chain of delivery of electronic results and contingency plans are being put in place in case of failure of any of these steps. Standard Operating Procedures for notifications of outages and subsequent steps have been formulated by NLHS. In the case of complete outage of the EMR, each clinic should have its own business continuity plan to keep clinical operations running. This would usually involve use of the Business Continuity Copy at your clinic. If you have any questions about business continuance in the case of an EMR outage, please contact the program at info@edocsnl.ca.

Have leadership of medical imaging and information management within NLHS been consulted?

Yes. Consultations with leadership of medical imaging and information management helped to determine the best approach to implement this new process as part of the day-to-day workflows in NLHS. The appropriate NLHS leadership have been involved in every step of this process and are constantly in contact with eDOCSNL as we work through implementing this initiative.

What happens if I notice that I am not receiving expected results electronically?

If you are not receiving results that you expect, please check HEALTHe NL. If the results are present in HEALTHe NL, please inform eDOCSNL by emailing info@edocsnl.ca. In the unlikely event that you receive absolutely no paper at all following the change, please contact eDOCSNL immediately at info@edocsnl.ca