



EMR and Practice Management Improvements

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Faculty/Presenter Disclosure

- **Faculty:** Peter Hamer – Executive Director, Ottawa Valley FHT
- **Relationships with commercial interests:**
 - No relationships with commercial interests



Disclosure of Commercial Support

- **No Commercial Support**
- **Potential for conflict(s) of interest:**
 - Peter Hamer has not received payment or funding from an organization supporting this program AND/OR organization whose product(s) are being discussed in this program.



Mitigating Potential Bias

- There are no potential sources of bias

Ottawa Valley FHT

- Located in Almonte – a rural town 30 minutes west of Ottawa
- 13 family physicians, 1 paediatrician, 2 OB/GYNE
- Serving 12,000 patients
- FHT/FHO combined in a 12,800 sq. ft. clinic adjacent to the local hospital



EMR Efficiencies

- Communication.
- Document management.
- Forms and templates.

Communication

- **Considerations:**

- Privacy
 - Legislation
- Policies
 - Defining and supporting how we communicate
- Domain
 - Gmail, yahoo, Hotmail
- Portals
 - Defining and controlling user access

- **EMR Function:**

- Specific to product
- Don't assume compliance with legislation.
- OVFHT
 - Appointments
 - Receipts
 - Events
 - Ask to contact

Communication

- Third Party Software:

- Changing landscape
- Integration with your EMR?
- Costs vs. Benefit?

- Function:

- Direct patient input into chart
- New patient forms
- PHQ, GAD
- Nippissing Development Screening
- Messages, test results – email to web options

Document Management

- Nothing get printed!! (Well, almost nothing.....)
- Rx e-faxed to pharmacy
 - Most pharmacies accept this
 - Requires naming conventions in address book
- Rx renewals – managed solely through EMR
- E-faxes are all logged and tracked if failed
- Printers – select location to support workflow. (I did say almost nothing)

Forms and Templates

- Simplistic templates:
 - Used to eliminate repetition, (patient demographics, Dear Dr.)
 - Prepopulate forms (CPP, Rx, allergies, etc.)
- Complex Grouping
 - Prenatal package:
 - Antenatal I & II
 - IPS
 - BW
 - Public Health
 - Dating U/S
 - Morphology U/S
 - Patient Handouts
 - Rx
 - Billing Options

Forms and Templates

- Considerations:
 - Naming Conventions – how the heck do you find anything?
 - Prefilling positives or negatives

Thank You!

Questions?

