EMR and Practice Management Improvements

EMR Every Step Conference, Ottawa, ON

Faculty / Presenter Disclosure

- **Faculty:** Peter Hamer – Executive Director, Ottawa Valley FHT

- **Relationships with commercial interests:**
    - No relationships with commercial interests

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Disclosure of Commercial Support

- **No Commercial Support**

- **Potential for conflict(s) of interest:**
  - Peter Hamer has not received payment or funding from any 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

Experience

- Managed primary care & walk-in clinics of various sizes
- Specialist Management Consultant
  - Derm
  - Ortho
  - Plastics
  - OB/GYNE
- CMA Senior Practice Management Consultant
- OntarioMD Practice Advisor

Ottawa Valley Family Health Team

- 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

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EMR Efficiencies

- Communication.

- Document management.

- Forms and templates.

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Communication

- **Considerations:**

- Privacy
  - Legislation

- Policies
  - Define and support how we communicate

- Domain
  - Gmail, Yahoo, Hotmail

- Portals
  - Define and control 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:**

  - Appointment booking

  - Direct patient input into chart

  - New patient forms

  - PHQ, GAD

  - Nippissing Development Screening

  - Screening Tools i.e - Medical Cannabis

  - Messages, test results – email to web options

Documentation

- 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)

- P/T pickup NEVER printed until p/t arrives

Forms and Templates

- Simple 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

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Forms and Templates

- Considerations:

  - Naming Conventions – how the heck do you find anything?

  - Version control

  - Prefilling positives or negatives