Medicine In A Digital World

Disclosure Slide

- **Grants/Research Support:** None

- **Speakers Bureau/Honoraria:** None

- **Consulting Fees:** None

- **Other:** Co-Owner Sparrow Health with Dr Sam Peters

Learning Objectives

At the end of this presentation, participants will be able to:

1. Explain how technology can be used to maximize office efficiency.

2. Identify the ways that technology can be used to optimize a patient's experience of their medical care.

Context

- Co-owner turn key family medicine office in Sudbury, Ontario

- 6 physicians, enrolled in FHO

- 9 000 patients

- 4 office administration staff, and 2 office nursing staff

- Office space has 10 examination rooms and 1 procedure room

- Telus Health Practice Solutions EMR

- Office flow for staff/physicians, and patient experience has always been important to us. Then COVID 19 pandemic arrived, and forced ideas into action…

Electronic Communications

- Texting service : ZipWhip
  - For booking appointments
  - 100 $ US per month
  - 3000 patients enrolled
  - About 75-100 interactions per day / 1 staff
- Email service : Proton Mail
  - 10 - 20 $ per month
  - Encrypted
- Website Service : Word Press Content Management System hosted by Blue Host
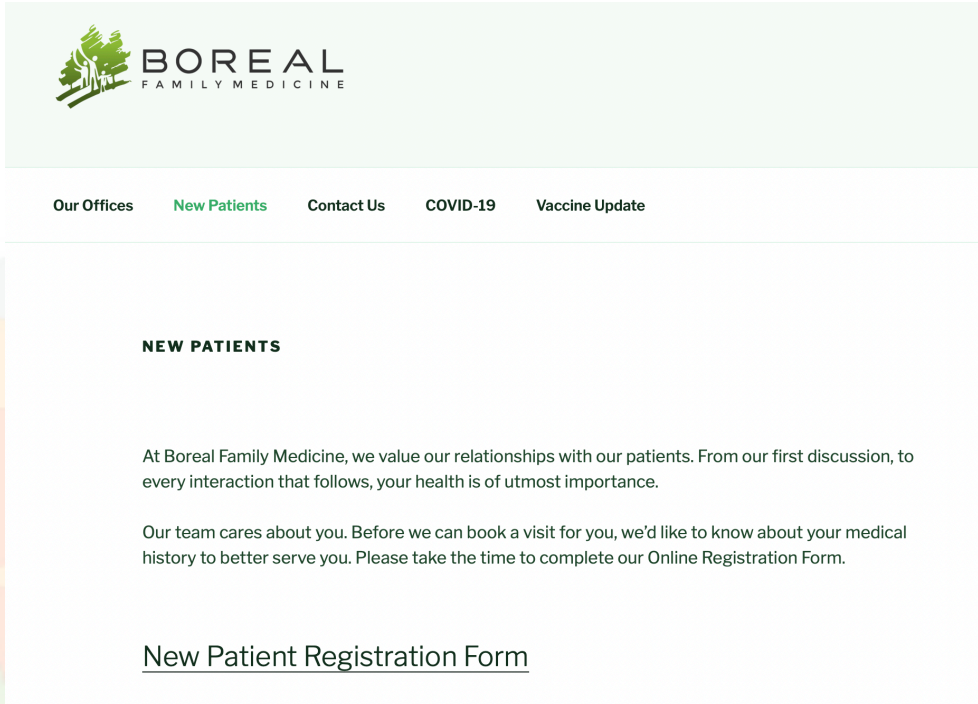 - 200 $ per year

Office - Patient Platforms

- EMR Integration

    - Ocean by Cognisant MD

    - Pomelo - Telus Health Practice Solutions, Med Access, And Quebec Hub

    - Medeo - Accuro

    - https://appletreemedicalgroup.com/patient-portal/

    - And more

- No EMR Integration

    - OTN

Ocean by Cognisant MD

Online Booking	Patient Messages & Reminders	Patient Tablets & Check-In Kiosks	Website Forms
$25	**$25**	**$55**	**$55**
per month, per enabled schedule*	per month, per user licence	per month, per device	per month, per link
Allow patients to book appointments online from any device	**Send patients messages, reminders & forms to complete at home**	**Patients complete forms & update their information at the clinic**	**Have patients complete forms or send messages through your clinic website**
✅ Cancel or re-book without clinic intervention	✅ Optional patient response	✅ Demographic review	✅ Easily accessible from your website
✅ Customizable look and feel	✅ Include attachments & PDFs	✅ Load administrative forms, consent, reminders and more	✅ Receive attachments & files from patients
✅ Unlimited appointment types	✅ Email notifications to track the status of the message	✅ Display specific forms based on patient demographics	✅ Include multiple forms in one link
✅ Optional review workflow	✅ Incorporate forms based on appointment/visit type	✅ Easy-to-use healthcard swipe	✅ Optional patient authenticator
✅ Have patients complete appointment-specific forms	✅ Post-visit messages & surveys	✅ Automated arrival status updates	
*Requires Patient Messages & Reminders Licence	* Optional text message reminders available for an additional fee	For a kiosk hardware quote, please submit a request.	

Ocean by Cognisant MD

https://ocean.cognisantmd.com/intake/IntakePortal.html?eReqRef=66ab4472-f8f6-4513-9fd6-ba2dbedc6cce

Ocean Cognisant MD

BOREAL
FAMILY MEDICINE

Our Offices   New Patients   Contact Us   COVID-19   Vaccine Update

COVID-19 VACCINE UPDATE

Last Updated: May 6, 2021

Book a COVID-19 Vaccine Appointment through our office

Boreal Family Medicine has been selected by the Ontario Ministry of Health to be a pilot COVID-19 vaccination center in Greater Sudbury. If you are a patient of our team, over the age of 40 you are now eligible to receive the a COVID vaccine at our clinic.

ALL VACCINATIONS ARE BY APPOINTMENT ONLY. We will be receiving a very limited vaccine supply, and we estimate that we have over 4,000 patients who meet the criteria to receive the vaccines. If you are eligible and would like to book an appointment, click Here or the link above.

Ocean by Cognisant MD

Monthly eReferral Package

$160 per month

up to 100 referrals per month, $1.60/additional referral

Receive referrals in real time with optional email alerts

Basic referral processing and booking

Secure messaging with referring physician and file transfer

Support for clinician triaging and protocol

No charges for referring physician

Ongoing email support from CognisantMD

* Standalone pricing is limited to basic eReferral workflows between healthcare providers. Standalone pricing does not include delivery partner offerings or enterprise features or such as central intake support, analytics, or program management.

* Ocean users that contract with a Certified Delivery Partner for implementation and ongoing support are eligible for discounts of up to 35%. Certified Delivery Partners may also offer value-added solutions, services and expertise including extended phone support, project management, form building, custom integrations and business intelligence.

Pay-as-you-go eReferrals

$5 per referral

requires upfront purchase of 100 referrals

Receive referrals in real time with optional email alerts

Basic referral processing and booking

Secure messaging with referring physician and file transfer

Support for clinician triaging and protocol

No charges for referring physician

Ongoing email support from CognisantMD

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Pomelo

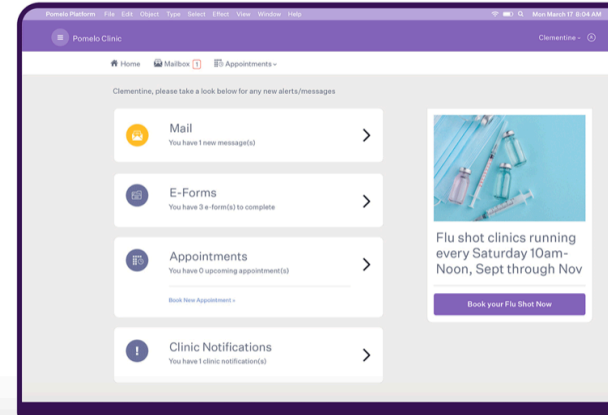|			
Patient Portal	Online Booking	Appointment Reminders	Secure Messaging
Mobile Check-in	Broadcasting	Telemedicine	E-forms

Patient Portal

Give your patients access to an intuitive patient portal and boost clinic communication, engagement and satisfaction.

- 30$ per month per physician

Pomelo

	Pomelo	Bright Squid	Mikata Health	Cliniconex	Ocean	Tap Medical
Patient Portal	✓					✓
Online-Booking	✓		✓		✓	✓
Reminders	✓	✓	✓	✓	✓	✓
Check-in	✓		✓		✓	✓
Forms	✓		✓		✓	✓
Secure Messaging	✓					
Telemedicine	✓					
Broadcasting	✓			✓		
Queue Management	✓ *Standalone			✓		✓

Patient Portals

What is a patient portal?

A patient portal is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

- Recent doctor visits
- Discharge summaries
- Medications
- Immunizations
- Allergies
- Lab results

Some patient portals also allow you to:

- Securely message your doctor
- Request prescription refills
- Schedule non-urgent appointments
- Check benefits and coverage
- Update contact information
- Make payments
- Download and complete forms
- View educational materials

With your patient portal, you can be in control of your health and care. Patient portals can also save your time, help you communicate with your doctor, and support care between visits.

- https://www.healthit.gov/faq/what-patient-portal
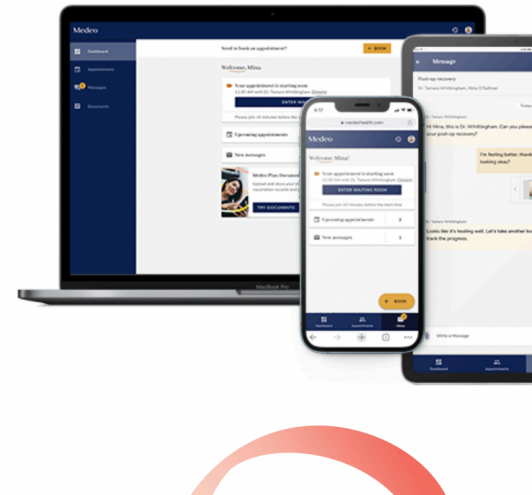
Medeo

The Medeo Partnership

Instead of connecting you to _a_ clinic, Medeo connects you to _your_ clinic. **When you and your healthcare provider are both registered**, Medeo creates a direct line of communication for everything from quick online booking to checking on your symptoms, to a conversation about your test results.

A closer connection, a better relationship, and convenience without sacrificing peace of mind.

Office - Patient Platforms

- EMR Integration
  - Ocean by Cognisant MD
  - Pomelo - Telus Health Practice Solutions, Med Access, And Quebec Hub
  - Medeo - Accuro
  - https://appletreemedicalgroup.com/patient-portal/
  - And more

- No EMR Integration (at this time)
  - OTN

Ontario Telemedicine Network
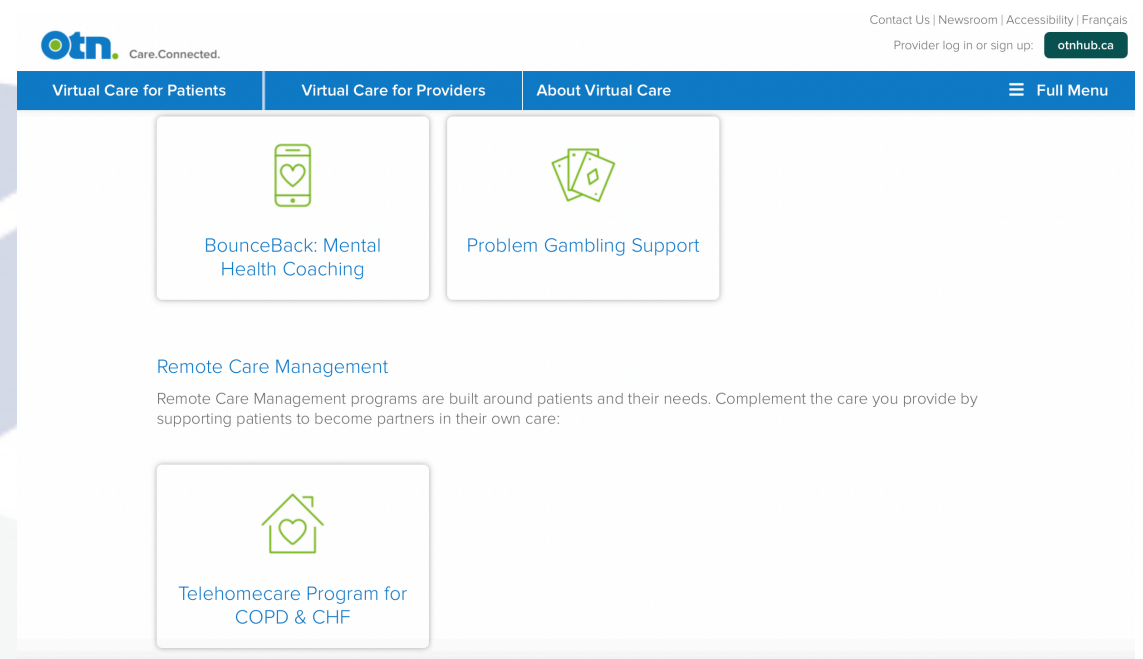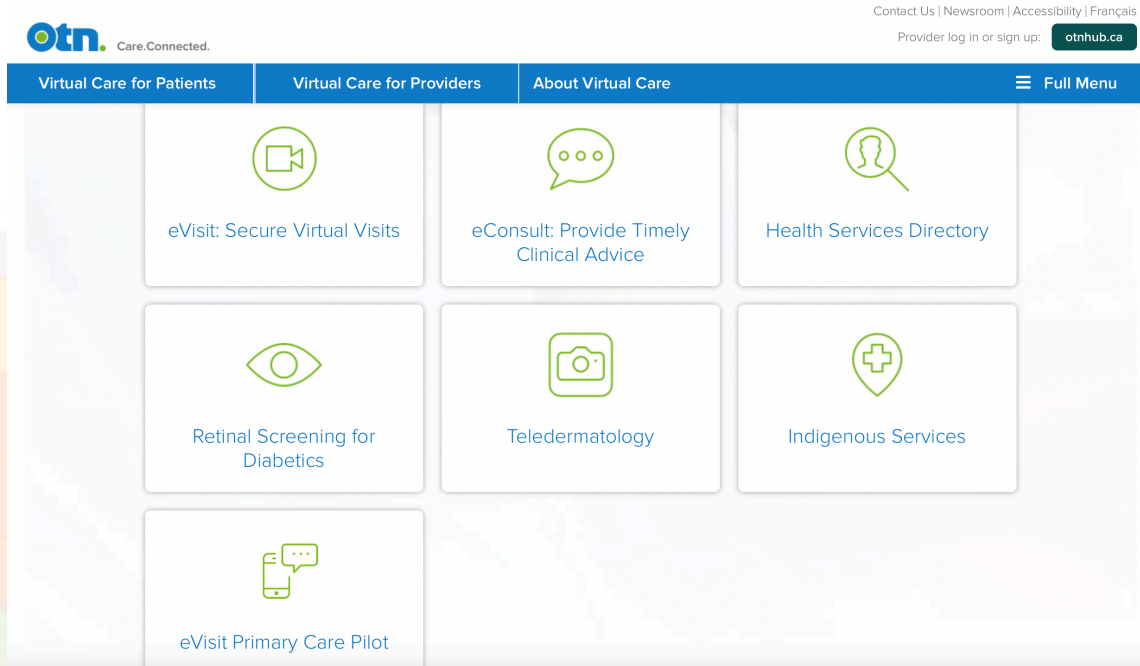
- No cost

TIP!

- Ontario MD
  - Can help with navigating searches on EMR
    - Ie used for COVID 19 vaccination criteria searches
  - Outcomes Dashboard on EMR for preventative cancer screening
- Ontario Health
  - Screening Activity Report
  - cancercareontario.ca/SAR
- No cost

Uninsured Services Payment Platforms

- Doctor Services
- PatientSERV
- Sparrow Health

Examples of Uninsured Services

- Block Fees
- Missed appointments
- Prescription refills
- Forms
- Procedures
- Copies
- Ect

Uninsured Service Payment Platforms

Functions and Features	Sparrow Health	PatientSERV and Doctor Services	Avocare	FreedomRx and PrescribeIT	PocketPills
Enables a patient to request a prescription renewal from their own physician, without an appointment or pharmacy involvement	✔	PatientSERV only	✔	✘	✘
EMR integration, which eliminates physician office processing for uninsured services	✔	✘	✔ *	✔	✘
Enables uninsured services billing and collections	✔	✔	✔	✘	✘
Enables upfront payment, which eliminates the need to chase and collect payments	✔	✘	✘	N/A	N/A
Enables secure electronic document retrieval	✔	✘	✘	✘	✘
Enables direct patient-physician communication	✔	✘	✔	✘	✔
Enables direct pharmacy-physician communication	✔	✘	✘	✔	✔
Provides patients with feedback for prescription renewals	✔	✘	✔	✘	✔
Provides patients with timely reminders for prescription renewals	✔	✘	✘	✘	✘
Involves the patients own physician	✔	✔	✔	✔ **	✘
Provides patient phone support	✘	✔	✘	✘	✔
Provides physician office phone support	✔	✔	✔	✘	✔
Uses postage/mail for patient documents	✘	✔	✘	✘	✔
Cost to physician	8.9% commission	18 to 20% commission plus paper and postage	$50 monthly per physician office user	Free	Free

✔ * = Feature/function limited to when the physician is an Oscar EMR user

✔ ** = Any involvement between the patient and the physician is indirect, as its through the pharmacy

EXPOLORING TECHNOLOGY

Part 1: THE PROVIDER
....

- office/operations
- staff
- communication

Part 2: THE PATIENT
....

- access to care
- experience
- autonomy

Part 3: THE RULES
....

- cpso
- cmpa

Part 1:

THE PROVIDER

THE OFFICE- BASICS

1 **EMR**

CHARTS/LABS/RX/MSG/RAD /REFERRALS

2 **EMAILS**

IMPROVE COMMUNICATION

3 **E-FAX**

VIRTUAL FAX

4 **SOFT PHONES**

ACCESSIBLE ANYWHERE

5 **TEAMS**

COMMUNICATION/EMAIL

6 **OTN**

VIDEOCONFERENCE/ E CONSULT

THE OFFICE-ADVANCED

1 ONLINE BOOKING

2 SELF CHECK IN

3 E-QUESTIONNAIRES

4 SECURE EMAIL

5 VIDEOCONFERENCING

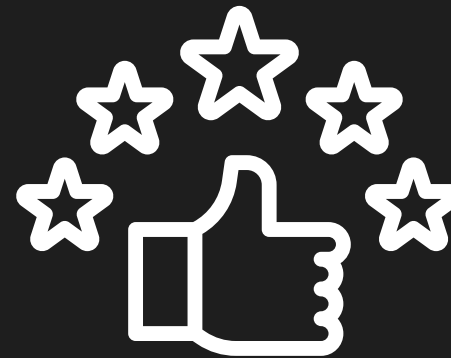**6** WEB PORTAL

Part 2:

THE PATIENT

THE PATIENT

Access to Care

VIRTUAL CLINICS
EMAIL COMMUNICATION
FAX/EMAIL REQUISITIONS
PRESCRIPTION MGMT

Patient Experience

NO WASTED TIME WAITING
PREPARE FOR AN IN PERSON VISIT
TRIAGE CARE-RIGHT PROVIDER/RIGHT TIME
FAMILY MEMBERS CAN ATTEND EVEN IF REMOTE

Patient autonomy

CAN LOOK UP OWN RESULTS
CAN ASK QUESTIONS VIRTUALLY
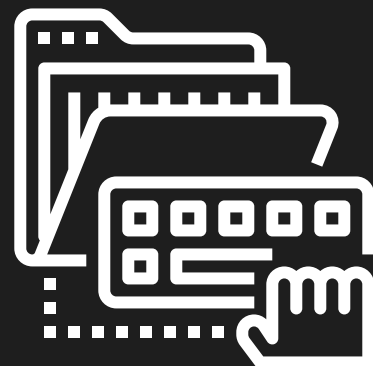CAN SEND FORMS/QUESTIONNAIRES

Part 3:

THE RULES

CMPA

BASICS

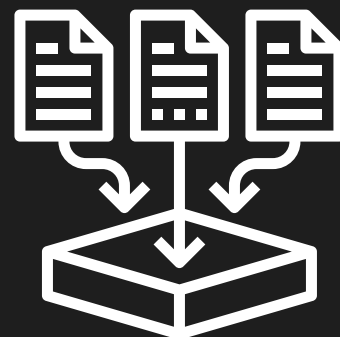### COMPUTERS
SECURITY

PASSWORDS
ENCRYPTION SOFTWARE

CLOUD STORAGE
DATA SHARING

EMR
HOSPITAL SERVERS
MICROSOFT VS GOOGLE

DATA ENTRY
BEST PRACTICE

TEMPLATES
SAFETY ALERTS
TRACK TEST RESULTS
BE ABLE TO AUDIT CHART

BACK UP DATA
CYBERSECURITY

INSURANCE
IT SUPPORT

ADVANCED

FIREWALLS
MAKE FRIENDS WITH IT

TREAD CAUTIOUSLY

DICTATION
SOCIAL MEDIA
CONSENT FOR ELECTRONIC
COMMUNICATION

CPSO

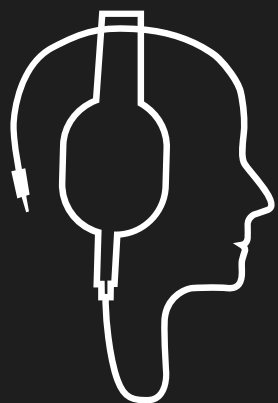# MITIGATING PRIVACY CONCERNS WITH TECH IN THE REAL WORLD

BASICS

END OF DAY
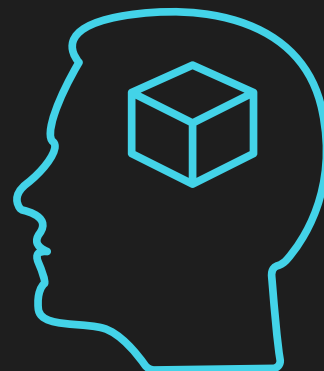SIGN OUT OF COMPUTER

WATCH POST IT NOTES
WITH PASSWORDS!

HEADSETS
PRIVATE CONVERSATIONS

EMAIL
ENCRYPTION
PRIVATE

HIRE THE BEST

ASK QUESTIONS
SOMETIMES WE DON'T
KNOW WHAT WE DON'T
KNOW

ADVANCED

**MULTIFACTOR
AUTHENTICATION**
MICROSOFT

SINGLE SIGN ON

AUDIT

EMR USE
PHONES

JAN 15, 2021

CPSO

- Continue to provide virtual and in-person care - in the "new normal"
- Elimination and Substitution- Prioritizing virtual encounters where it is possible, appropriate and safe to do so
- **Expectation that providing care virtually meets the same standard of practice that would apply to an in person visit**

A patient wants to see me in-person for care I can provide virtually — what should I do?

Not all patients are able or willing to receive care virtually and, as always, consideration of their unique circumstances will be needed in order to support their best interests.Physicians can sensitively explain the importance of receiving care virtually at this time, the supports you have in place to help them access care virtually, and that your in-person capacity is being triaged so it might take longer to receive care that way.Ultimately, even if it's safe and appropriate to provide care virtually, your patient's best interests may be served by providing care in-person, provided the right safety precautions can be taken.

https://www.cpso.on.ca/Physicians/Your-Practice/Physician-Advisory-Services/COVID-19-FAQs-for-Physicians

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OCT 2021   https://www.cpso.on.ca/Physicians/Your-Practice/Physician-Advisory-Services/COVID-19-FAQs-for-Physicians

ONTARIO HEALTH

VIRTUAL CARE PLAYBOOK

https://quorum.hqontario.ca/Portals/0/Users/170/54/10154/Draft%20Clinical%20Guidance_Adopting%20and%20integrating%20virtual%20visits%20into%20care_V1.pdf?ver=2020-03-13-091936-370

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JAN 2021

CMPA

- Patient and member in Canada
- Patient and/or member temporarily outside Canada
- Patient residing outside Canada

- https://www.cmpa-acpm.ca/en/membership/protection-for-members/principles-of-assistance/practising-telehealth
- https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2015/videoconferencing-consultation-when-is-it-the-right-choice
- https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2013/telemedicine-challenges-and-obligations
- https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2013/using-electronic-communications-protecting-privacy

Ocean eReferrals Network

Nancy Menard BScN, PMP

Oncology Continuous Quality Improvement Manager

eReferral learning objectives

- Disclosure

- eReferrrals at the Northeast Cancer Centre/HSN

- What is an eReferral?

- Where is it available?

- Benefits of eReferrals

- Privacy

- How to become a member

Disclosure

☒ No conflict(s) of interest

☒ No relevant financial or non-financial competing interests to report.

Ocean eReferral Network

- Implementation at the Northeast Cancer Centre **April 2021**

- We are now able to receive referrals electronically via the ocean network

- Changed how Oncologist referrals are sent and managed, <u>replacing **traditional fax-and-paper systems**</u>, while keeping patients informed every step of the way

- New HSN members:
  - Genetics Counselling Services
  - HSN Medical Imaging Department

Allergy Testing Service	Allergy and Immunology	Sudbury
Dr. Richard Goluch	Nephrology, Internal Medicine	Sudbury
MyHealth Centre Larch Imaging	Diagnostic ImagingUltrasoundBreast UltrasoundX-Ray / RadiographyBone Mineral DensityMammographyNuclear MedicineBone ScanCardiologyCardiology ServicesCardiac Stress TestingECGEchocardiogramAmbulatory Blood Pressure MonitoringAmbulatory ECG Monitoring	Sudbury
MyHealth Centre Lasalle	Diagnostic ImagingUltrasoundBreast UltrasoundX-Ray / RadiographyBone Mineral DensityMammographyNuclear MedicineBone ScanCardiologyCardiology ServicesCardiac Stress TestingECGEchocardiogramAmbulatory Blood Pressure MonitoringAmbulatory ECG Monitoring	Sudbury

MyHealth Centre Sudbury Central Intake	Dignostic Imaging; UltrasoundBreast; UltrasoundX-Ray / RadiographyBone Mineral Density; MammographyNuclear MedicineBone ScanCardiologyCardiology ServicesCardiac Stress TestingECGEchocardiogramAmbulatory Blood Pressure MonitoringAmbulatory ECG Monitoring	Sudbury
NEO Fertilty	Gynecology Prenatal Care Postnatal Care Family Planning Fertility Obstetrics	Sudbury
Northeastern Ontario Rectal and Colon Clinic	Upper Endoscopy, Colonscopy, Flexible Sigmoidoscopy	Sudbury
Sudbury NEJAC	Orthopedic Surgery	Sudbury
Dr. Euan Zhang	Neuroradiology	Sudbury

What is?

- **<u>Ministry of Health funded</u>** digital health tool

- Cloud-based technology for healthcare referrals

- Healthcare providers can search for specialists and patient programs, view wait times and locations, and create and submit a healthcare referral in real time

- The Network includes;
  - ✓ a map-based searchable directory of providers with wait times
  - ✓ intelligent referral forms
  - ✓ end-to-end reporting
  - ✓ automated referral status for patients and providers

What is?

- 3 EMR systems ocean is currently integrated and referrals can be sent tracked and updated right from the patient's chart
  - ✓ Telus ps suites
  - ✓ Accuro
  - ✓ Oscar

- It is also accessible via a secure web based portal enabling clinics without an EMR to access this evidence based digital tool

Northern Ontario
School of Medicine
École de médecine
du Nord de l'Ontario
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Where is it available?

- Ocean eReferrals are available to providers across Canada

- Ontario health is currently working to implement the Ocean eReferral Network through the province.

Benefits

- **Patients**

  - are kept informed about the status of their referrals and get better, faster access to care in their community

  - enables patients to be connected to the referral process via one way email notifications, which reduces call volumes and helps reduce patient no shows for their appointments

Benefits

- **<u>Healthcare Providers</u>**

  - enables you to quickly send referrals to other sites (e.g. diagnostic imaging, regional cancer programs, etc.) with access to up to date information about anticipated wait times

  - easily send structured referrals right from the patient's chart to reduce delays from incomplete requisitions and faxes.

  - provides a way for you to ensure that referrals contain ALL required information the first time they are submitted

Benefits

- **<u>Specialists</u>** ex: our Oncologist

    - facilitates improved communication between providers and significantly reduces patient wait times

    - receive more appropriate referrals, with more complete information, while eliminating time consuming, paper-based workflows

    - enables the compliance with new CPSO guidelines related to supporting patient transitions in care

Downsides

- Not enough members in the community on boarded

- Some system limitations

Privacy

- Fully committed to protecting the privacy of patients' personal health information

- The technology includes the highest level of security safeguards

- The encryption technology ensures that no individuals outside of a patient's direct circle of care can see personal health information in ocean

- Any disclosure of personal health information, such as the email notifications sent to patients when referrals are updated, are withheld without clear and informed consent provided by the individual patient

How to get connect

- The North East Cancer Centre has partnered with the Ontario Health North eReferral deployment team to implement this change

- The project managers are available to connect with you to discuss your current referral workflow, and how eReferral can work for you

Miigwetch.
Merci.
Thank You.