

BRIGHT LIGHTS AWARD


2012

Leveraging Technology to Improve Quality and Efficiency of Care
Award Winner - Dr. Mohamed Alarakhia, Centre for Family Medicine

**Connecting clinical information to improve
 continuity of care**

Good care is timely and informed — and that requires the best in accessible electronic information for doctors. Mohamed Alarakhia, director of e-health for the Centre for Family Medicine Family Health Team in Kitchener, is working on a project to promote use of an on-line information network called ClinicalConnect in the Waterloo Wellington Local Health Integration Network.



ClinicalConnect is a secure online portal that gives family doctors real-time access to their patients' electronic medical information — not just from their own practices, but from a range of local hospitals, clinics and the community care access centre. They can instantly check for information including if and when a patient was admitted to hospital, what tests have been ordered and what the results are — from blood work to pathology, microbiology and radiology. Doctors can even see other physicians' notes, discharge plans and prescriptions.

Dr. Alarakhia is working to implement ClinicalConnect across Waterloo Wellington to make medical information more accessible. He'd also like to see ClinicalConnect expanded to include more information, and to provide training and support to users.

ClinicalConnect makes care more efficient by giving physicians immediate access to records and reports. It also makes it easier to find test results and helps avoid duplicating tests. It can also increase patient safety — one time, Dr. Alarakhia was treating a patient who was allergic to a certain medication but couldn't recall what it was; Dr. Alarakhia looked up the drug on ClinicalConnect.

The system benefits patients, particularly those who have been hospitalized, by giving their family physicians the information they need to help ensure continuity of care. More than 2,500 providers with access to ClinicalConnect can get instant up-to-date information on their own patients from among the two million patient records it contains.