



The Digital Health Toolbox: Enabling High-Performance Teams In The Delivery Of Integrated, Patient-Centred Care

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www.ehealthce.ca

 [@ehealthce](https://twitter.com/ehealthce)

Learning Objectives

At the end of this session, you will be able to:

- Identify digital health tools that are available for use today to help facilitate integrated, patient-centred care in primary care teams and Ontario Health Teams
- Identify how to link these digital health tools together and embed them into patient care workflows
- Recognize the potential impact of these digital health tools within practices across the continuum of care
- Apply learnings to further progress and align with the evolving healthcare context and needs

eHealth Centre of Excellence

Mission

To be a leading trusted advisor to clinicians— facilitating their adoption of technology, with the goal of improving quality, efficiency, and effectiveness of patient care.

Vision

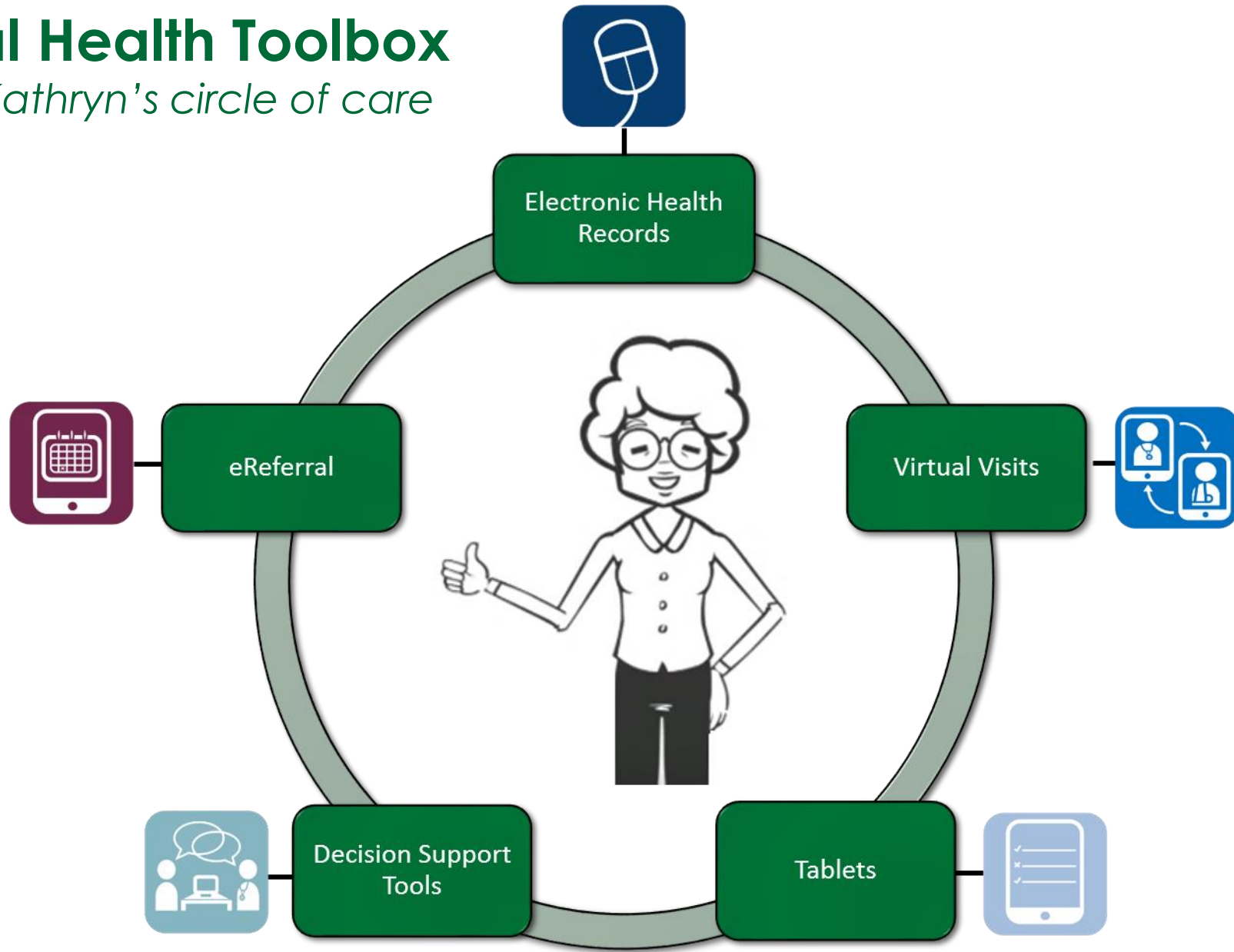
We are passionate about improving the quality of patient care through the effective and innovative use of enabling technologies.

Values

A deep respect for individuals; an unwavering commitment to the communities we operate in; and a belief in patient-centred quality care.

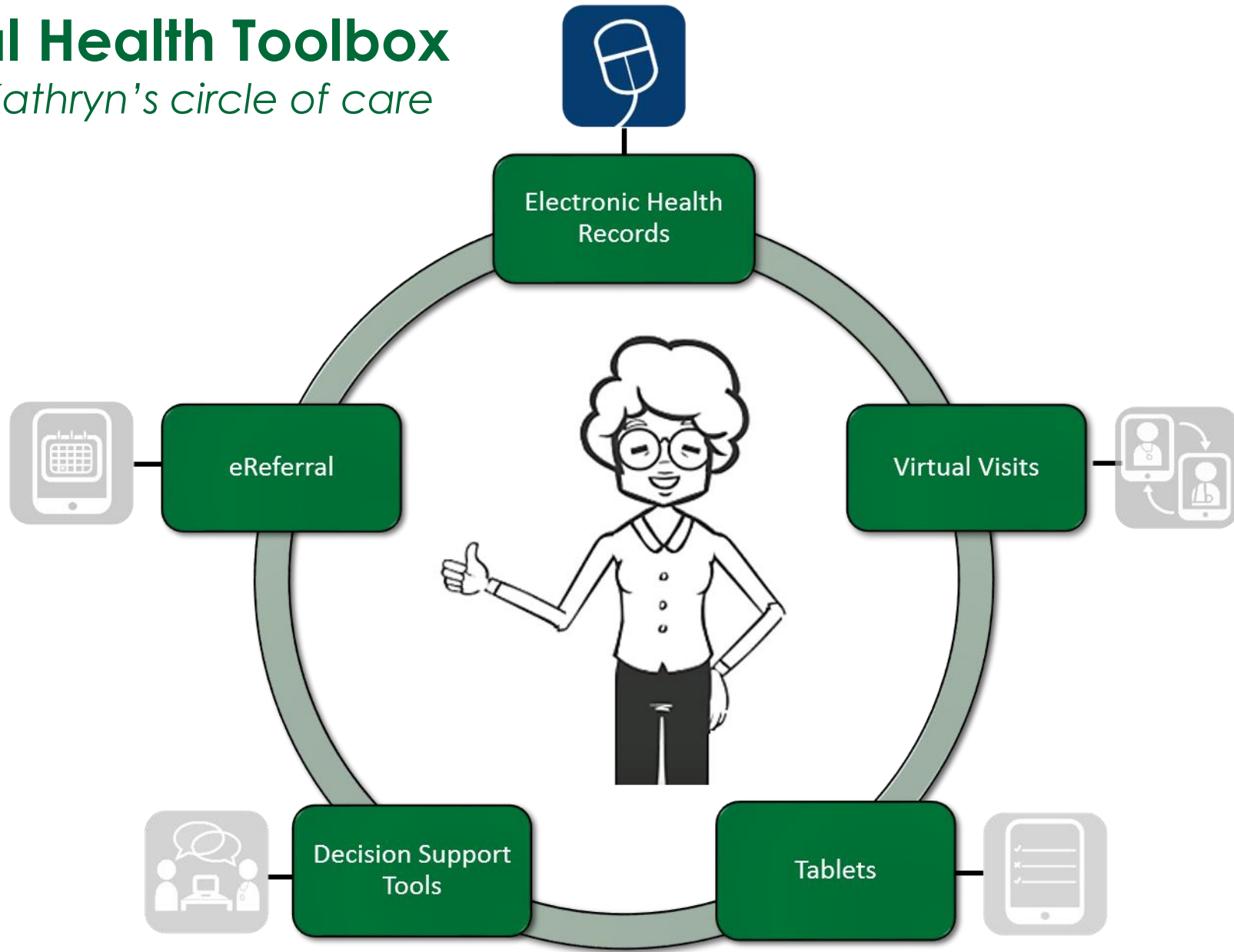
The Digital Health Toolbox

connecting Kathryn's circle of care



The Digital Health Toolbox

connecting Kathryn's circle of care



The connecting South West Ontario (cSWO) Program

The cSWO Program is the regional eHealth Program for the four South West Ontario Local Health Integration Networks. ClinicalConnect is available to health service providers practicing in:

LHIN 1: Erie St. Clair (ESC)

LHIN 2: South West (SW)

LHIN 3: Waterloo Wellington (WW)

LHIN 4: Hamilton Niagara Haldimand Brant (HNHB)



Poll

Do you or your team find it challenging to get up to date health records for new or existing patients?

- a) Yes
- b) No
- c) Unsure

What is ClinicalConnect?

A secure, web-based viewer that provides health service providers with real-time access to their patients' PHI

The screenshot displays the ClinicalConnect interface for patient MARX, GROUCHO. The patient's MRN is D000002020, and the account number is QS000001/17. The patient's attending physician is Brownrigg, Natasha A., and the encounter date is 10/02/2017. The patient's location is SURGICAL DAY CARE, and the room/bed is not specified. The patient's height is 0.0cm, weight is 0.000kg, BMI is 0.0, and BSA is not specified. The patient's reason for visit is NEW DUNNVILLE.

The lab results table shows the following data:

Collected Date	Test	Department	Normalcy	Status	Facility	Source
23/07/2019 13:49	UREA	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	TOTAL PROTEIN	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	MAGNESIUM	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	LIVER ENZYMES	ROUTINE CHEMISTRY	A	RES	General	HHS
23/07/2019 13:49	LD	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	GGT	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	CREATININE	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	CALCIUM (TOTAL)	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	AST	ROUTINE CHEMISTRY		RES	General	HHS
23/07/2019 13:49	ALBUMIN	ROUTINE CHEMISTRY	A	RES	General	HHS
11/07/2019 11:40	ZINC	ATOMIC GENERAL	A	COMP	General	HHS
11/07/2019 11:40	UREA	ROUTINE CHEMISTRY	A	RES	General	HHS
11/07/2019 11:40	ELECTROLYTES	ROUTINE CHEMISTRY	A	RES	General	HHS
02/07/2019 11:53	SODIUM	ROUTINE CHEMISTRY	A	RES	General	HHS

Data Contributors

Patient information that is available from the following **south west Ontario** data contributors, includes:

ClinicalConnect Data Contributors



100%
of acute care
hospitals

All 72 acute
care hospitals



100%
of home and
community care
services

All four Local
Health Integration
Networks' Home
& Community Care
Services (LHINs-HCC)



100%
of regional cancer
care programs

All four Regional
Cancer Programs



**Southwestern Ontario
Diagnostic Imaging
Network**

Images and reports
from 70 hospitals

Patient information that is available from the following **province-wide** data contributors, includes:

Provincial Data Repositories



**Acute and community
clinical data repository
(acCDR)**

Select hospitals
and all 14
LHINs-HCC



**Diagnostic Imaging –
Common Service
(reports) (DI –
Common Service)**

Reports from
select hospitals
and independent
health care
facilities



**Digital Health Drug
Repository (DHDR)**

Data and information from
Ontario publicly funded drugs
and pharmacy services

Ontario Drug
Benefits (ODB),
OHIP+, Narcotics
Monitoring
System (NMS)



**Ontario laboratories
information system
(OLIS)**

Lab test orders
and results
from hospitals,
community labs and
public health labs

How to access ClinicalConnect

CONNECTING SOUTH WEST ONTARIO
ClinicalConnect™

Username * (required)

Password * (required)

PARTNERS

Login

To change or manage your password profile, click the appropriate link: For Partners Domain Users, click [here](#). For HHSC Domain Users, click [here](#).

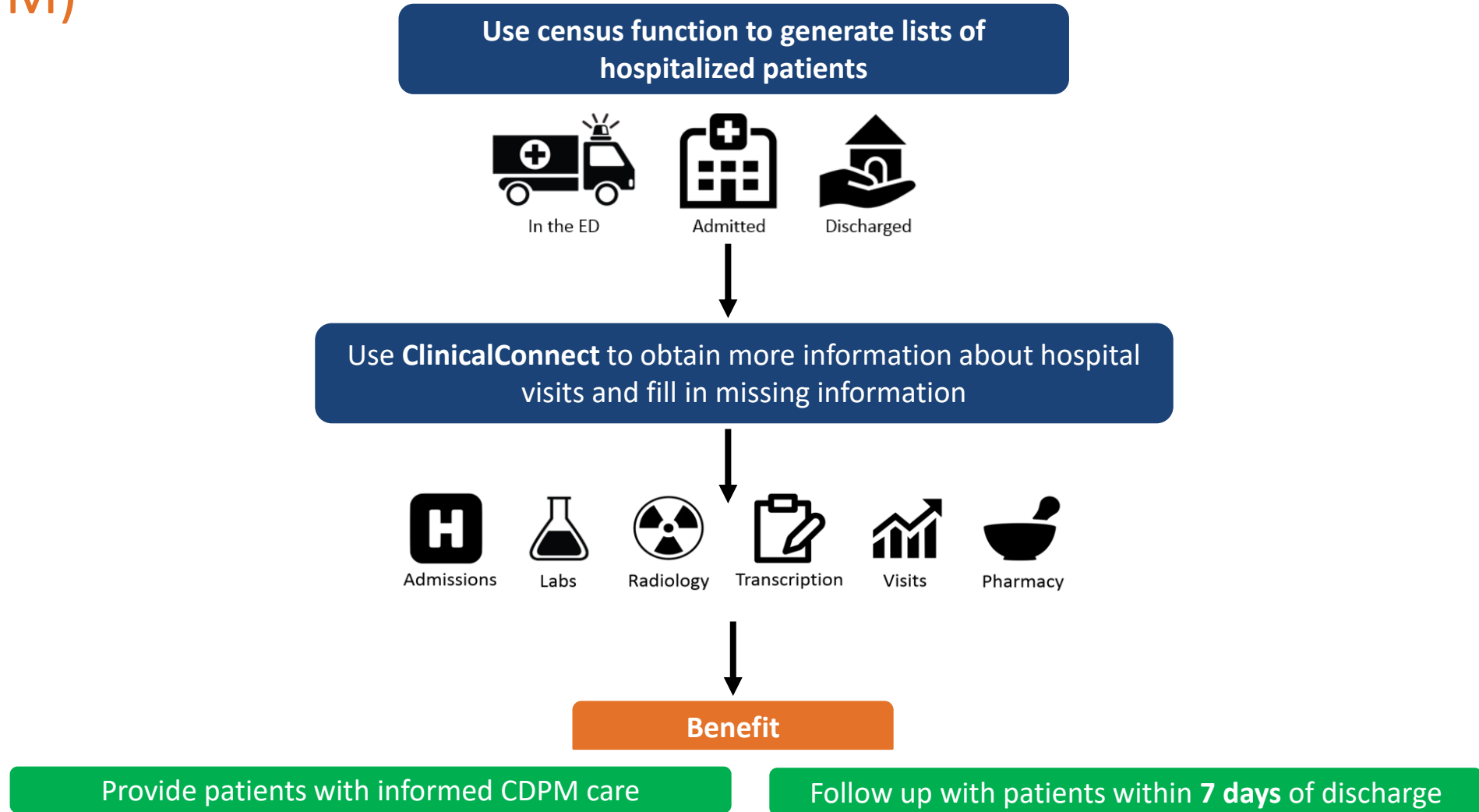
Messages
Privacy Notice
Posted: Sunday, June 16, 2019
System Notices
Posted: Saturday, June 15, 2019
Contact Information
Posted: Friday, June 14, 2019

“ClinicalConnect is vital to our team because your decisions are only as good as your data - the more live, accurate data you have, the more accurate your decisions are.”

Emergency Room Physician

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Supporting Chronic Disease Prevention and Management (CDPM)



Supporting CDPM

“ClinicalConnect has helped in providing up-to-date information on a patient’s health status while in hospital so we can follow along the hospitalization and have the patient follow up with their physician in a timely manner.”

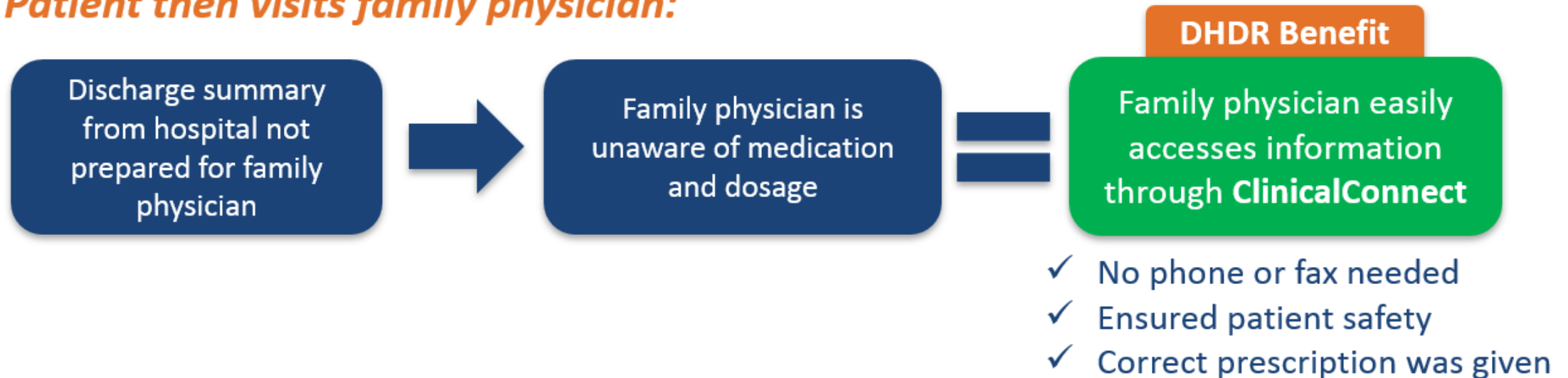
Sabrina Shiwpershad, RN, CFFM FHT

Enabling Transition of Care

Patient visits hospital:



Patient then visits family physician:



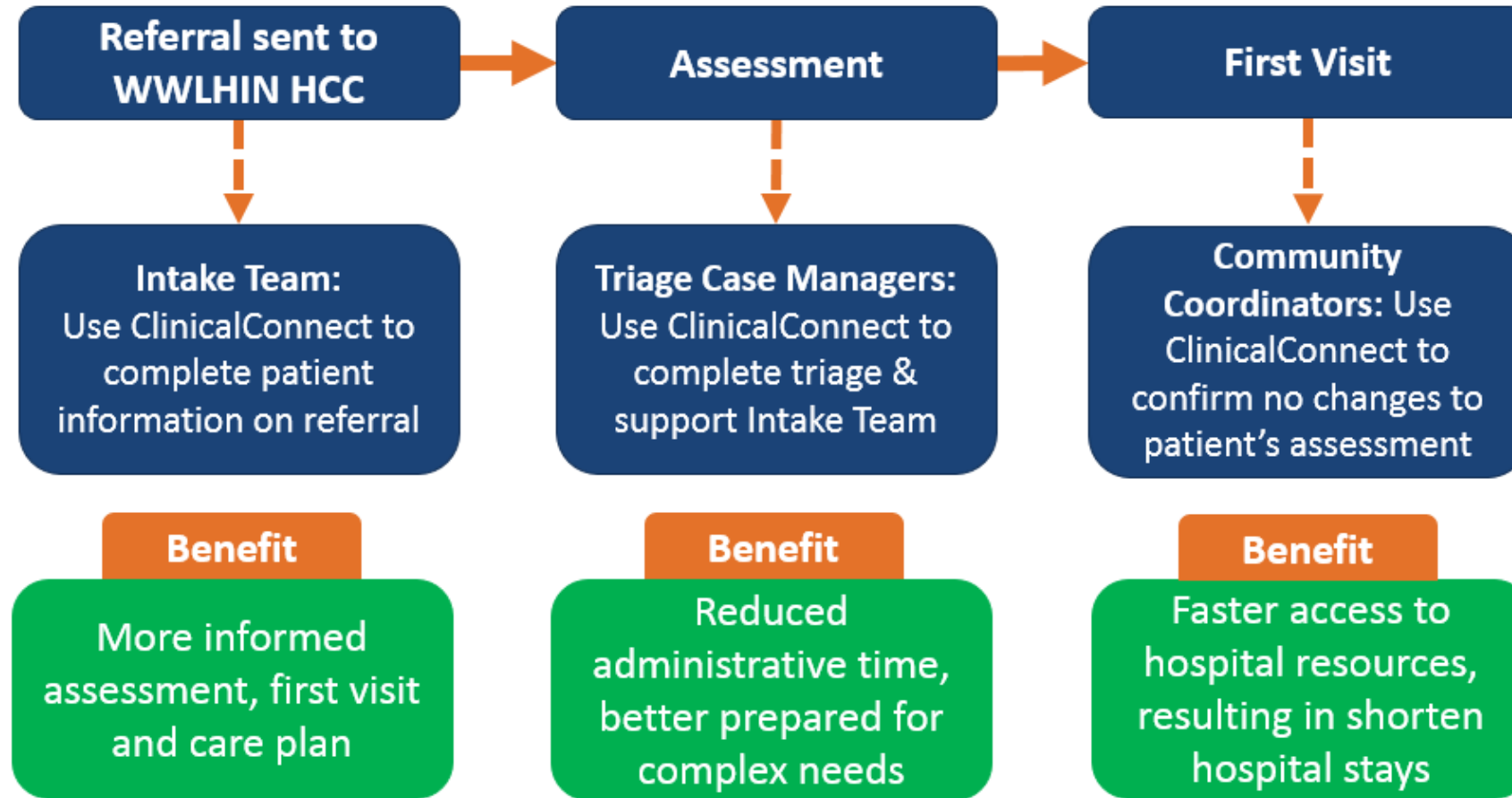
Enabling Transition of Care



“Currently, all dispensed narcotics are in DHDR, so I can feel comfortable that if the narcotic prescription does not appear, the patient likely is not actually on it. The DHDR helps me be a more responsible prescriber.”

- Dr. Finnigan, Family Physician, Guelph FHT

Enabling the Referral Process



Enabling the Referral Process

“I routinely review notes and test results obtained on ClinicalConnect prior to making a home visit for assessment of a patient. **Patients appreciate that they don't have to repeat – yet again – their clinical information.**”

Kim Carere, Care Coordinator, WWLHIN Home and Community Care

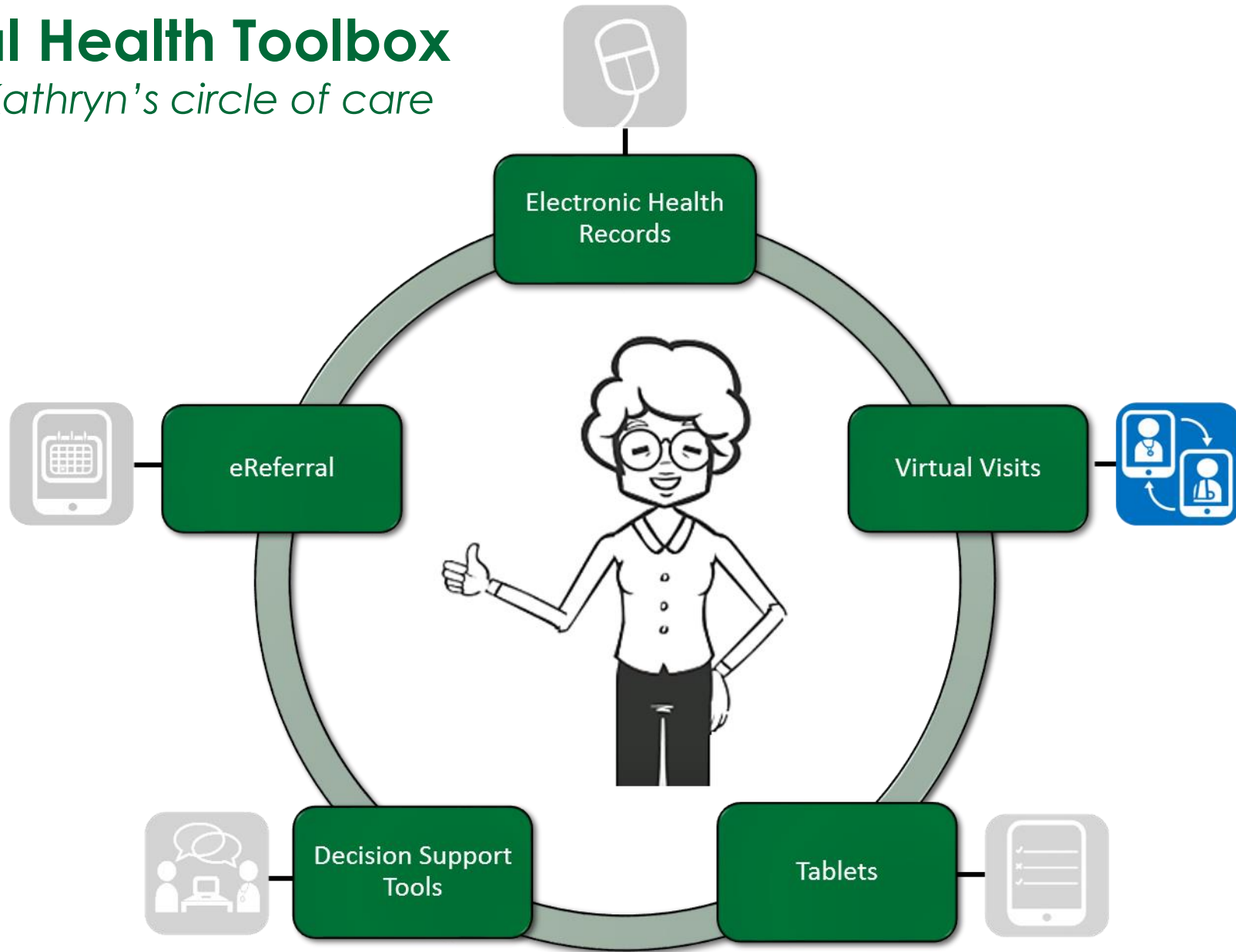
Benefits across the Continuum of Care



- ✓ Improved care coordination
- ✓ Expedited consultations, reduced wait times
- ✓ Avoided admissions and emergency visits
- ✓ Better informed decision-making by health professionals
- ✓ More effective transitions between levels of care
- ✓ Timely updates of patient condition
- ✓ Enhanced patient safety
- ✓ Avoided further testing
- ✓ More effective infectious disease management
- ✓ Reduced medication discrepancies
- ✓ More effective pain management
- ✓ Prevention of adverse drug events

The Digital Health Toolbox

connecting Kathryn's circle of care

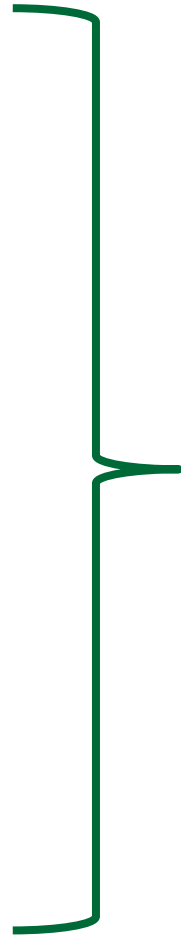


Poll

How often do you or your team follow-up with patients over the phone or through email?

- a) Always**
- b) Sometimes**
- c) Never**
- d) Unsure**

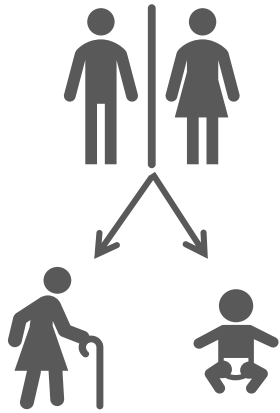
Virtual Visits



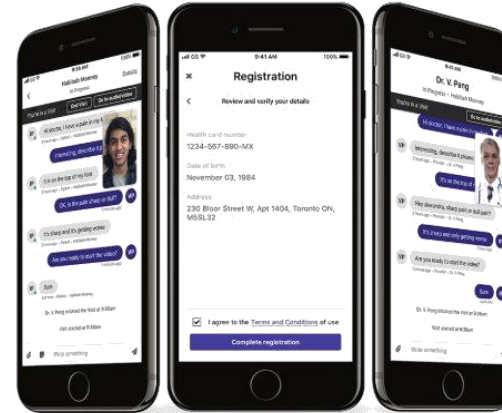
Supports synchronous and asynchronous communications



Secure video, audio or chat messaging



Dependents can be delegated by guardians



VirtualCare mobile app is available



Visit records exported to a primary care provider's electronic medical record (EMR) via OntarioMD's Health Report Manager (HRM)



Admin and nursing staff support with triage

Connect with your provider

VirtualCare provides a way for patients and primary care providers to communicate directly over a safe, secure, online communication system via chat, phone or video.

Log in to your account

Don't have an account? [Sign up](#)

Email

Password

 [Show](#)

Log in

[Forgot password](#)

Filters

Reset

Sort by: Date requested

Action required

- Triage expected
- Triage overdue 1
- Billing outstanding 1

Status

- Requested
- Being reviewed
- Accepted
- Complete
- Cancelled
- Declined

Requested by

- Clinic
- Patient/Guardian

Scheduling

- No date or time
- To be scheduled
- Scheduled

Demo Virtual

DOB: 2003-02-18 • HCN: 2154-256-489-KV
Guardian: Grayson Virtual (Parent)

No date or time

Reason for Virtual Visit: Follow Up Test Results

Description:
Imaging results

Request sent on Jul 25, 2019 at 2:02 pm by Provider • Dr. M. Lambing (You)

Accepted

Patient Demo

DOB: 1976-04-23 • HCN: 9875-632-999

No date or time

Reason for Virtual Visit: Follow Up Test Results

Description:
Lab results

Request sent on Jul 25, 2019 at 1:59 pm by Provider • Dr. M. Lambing (You)

Requested

virtualcare Visits **Patients** Melissa Lambing

Patient list + Add Patient

Last Name	First Name	Sex	Birth Date (Age)	Health Card #	Verification status	Provider
<input type="text" value="demo"/>	<input type="text"/>			<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Demo	Patient	F	Apr 23, 1976 (43)	9875-632-999		Melissa Lambing
<input type="checkbox"/> Demo	Test	Prefer n...	Jun 03, 1980 (39)	2145-214-325-JM		Melissa Lambing
<input type="checkbox"/> Demo	Virtual	Prefer n...	May 24, 1983 (36)	3254-125-664-NM		Melissa Lambing
<input type="checkbox"/> Demo	Dependent	F	Feb 16, 2010 (9)	5555-555-444-AA		Melissa Lambing

Edit Patient

Rostered:

Patient information

Last name: First name:

Sex: Birth date:
dd-mm-yyyy

Health card issued in: Health card number:
0000-000-000-AA

Email address:

 **Request Visit**

Step 1
Assessment

Patient Demo

DOB: 1976-04-23 • HCN: 9875-632-999

Step 2
Scheduling

Step 1
Assessment

Patient Demo

DOB: 1976-04-23 • HCN: 9875-632-999

Step 2
Scheduling

Reason for visit

Follow-up test results

Description

Lab results

Add photos or attachments (optional) [Add attachment](#)
Please upload a PDF, JPG, PNG or Word file (max 5MB per file)

Continue

Step 1
Assessment



Step 2
Scheduling

Patient Demo

DOB: 1976-04-23 • HCN: 9875-632-999

Choose provider for this visit

Lambing, Dr. M (PCP)

What method of communication do you prefer for your Virtual Visit?

- Video Call
- Audio Call
- Messaging chat

How would you like to schedule this visit?

- No date or time
- Set date and time later
- Set a date and time now

Back

Continue

Don't worry, you can change these selections after the request is submitted.

virtualcare Visits Patients Melissa Lambing

You are in a Visit with: **Demo Virtual**

Demo Virtual
 DOB: 2003-02-18 • HCN: 2154-256-489-KV • PCP: Dr. M Lambing (You)
 Guardian: Grayson Virtual (Parent)

Visit request details

Reason For Virtual Visit: Follow Up Test Results
 Imaging results

Scheduled Date & Time
 No date or time

Preferred Communication
 Messaging Chat

Visit notes

Write a note here

Content here is not visible to the patient

Submit note

For the patient

Content here can be shared with the patient

Appointment summary/plan

Submit to Patient

Prescriptions and requisitions

No prescriptions or requisitions added yet

Start a Form

Billing codes

Primary reason for Virtual Visit

Choose reason for Virtual Visit

Virtual Visit billing code

Choose billing code

Diagnosis outcome

Choose an outcome

Submit billing

End Visit

Chat Attachments Links

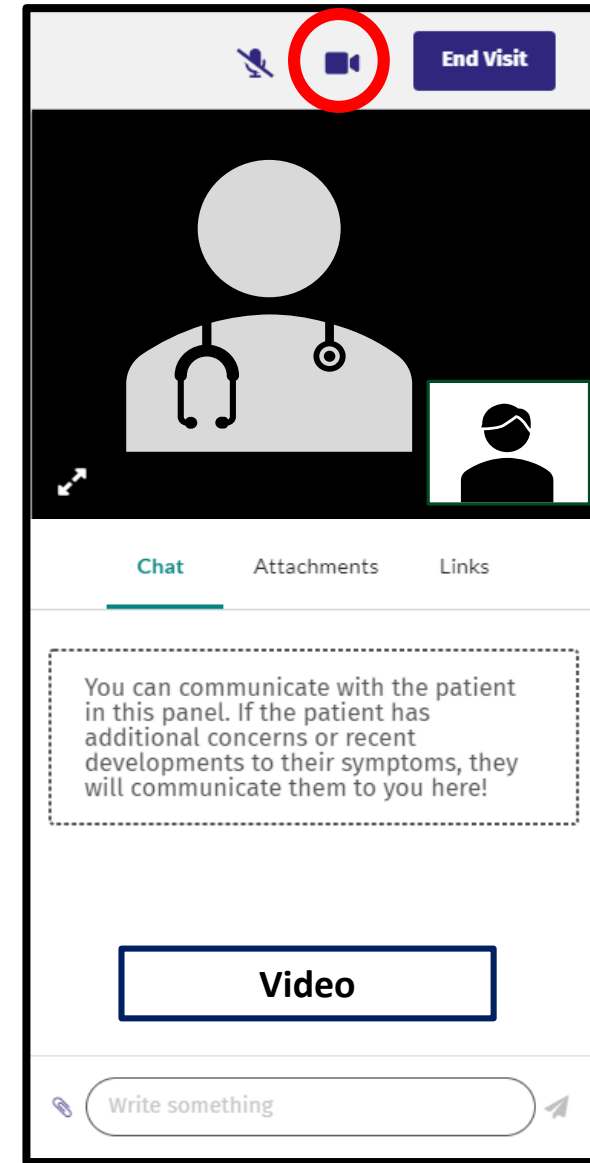
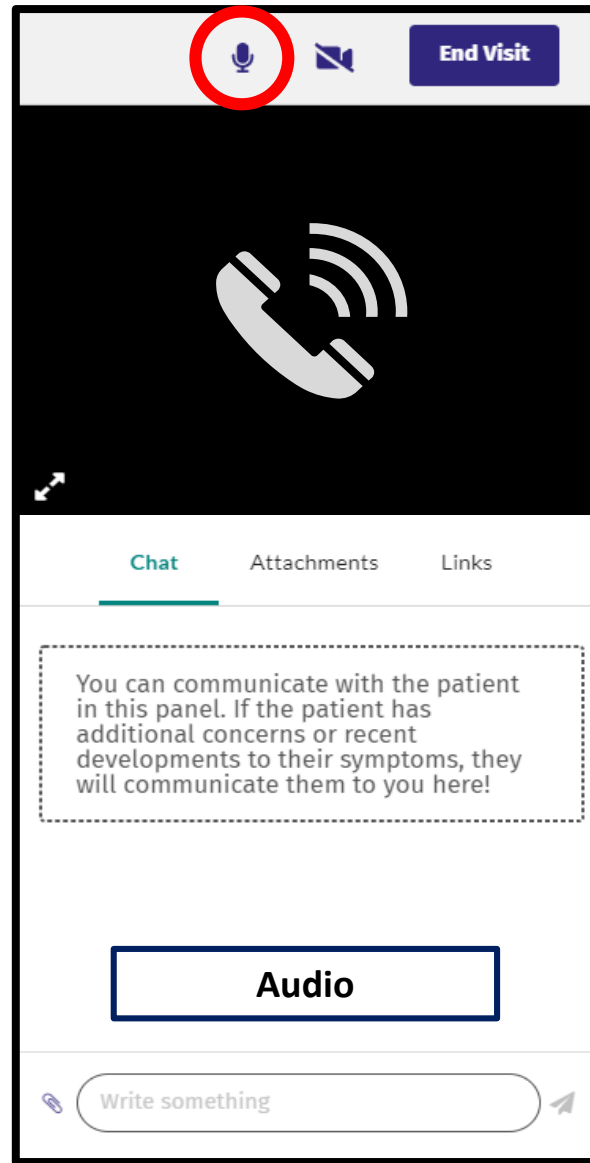
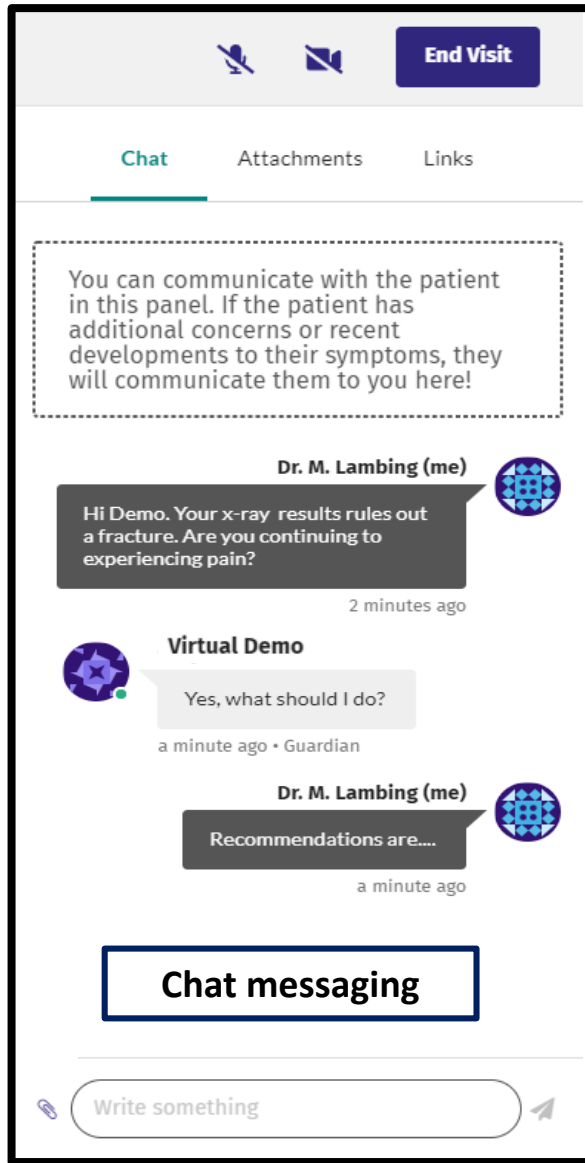
You can communicate with the patient in this panel. If the patient has additional concerns or recent developments to their symptoms, they will communicate them to you here!

Write something

[Terms of Use](#) [Privacy](#) [Help](#)

Modes of communication

Documentation and Billing



Visit notes

Write a note here

Content here is not visible to the patient

Submit note

For the patient

Content here can be shared with the patient

Appointment summary/plan

Appointment summary/plan text area

Submit to Patient

Prescriptions and requisitions

No prescriptions or requisitions added yet

Start a Form

Billing codes

Primary reason for Virtual Visit

Choose reason for Virtual Visit

Virtual Visit billing code

Choose billing code

Diagnosis outcome

Choose an outcome

Submit billing

Ontario Ministry of Health and Long-Term Care Laboratory Requisition Form

Prescription form for Demo Virtual patient

TRUE NORTH IMAGING REQUISITION form



Health Report Manager

Preview and send to HRM

Preview and send Virtual Visit report

Patient's Reason for the Visit: Follow Up Test Results

Request details:
Imaging results

Visit Notes

Prescriptions and Requisitions

Chat Transcript

Melissa Lambing, Provider, MD [Jul 29, 2019 2:18 PM]: Hi Demo. Your x-ray results rules out a fracture. Are you continuing to experiencing pain?

Grayson Virtual, Guardian [Jul 29, 2019 2:18 PM]: Yes, what should I do?

Melissa Lambing, Provider, MD [Jul 29, 2019 2:19 PM]: Recommendations are....

Chat Attachments

Chat URLs

Appointment Summary/Plan

Send to HRM

The Benefits of Virtual Visits in Primary Care

Improving Patient Care

Supports continuity of care

Better access to health care and increased patient satisfaction

Timely clinical advice

Leads to better patient compliance

Enhancing Practice Efficiencies

Decreases outside usage fees (walk-in clinics)

Reduces avoidable in-person visits

Opens schedule for higher risk patients or emergency cases

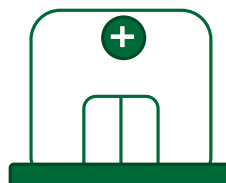
Improves staff productivity

Patient Perspective

If a virtual visit had not been available...



4% of patients would have visited the emergency department

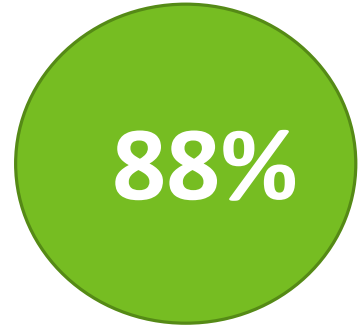


10% of patients would have gone to a **walk-in clinic**

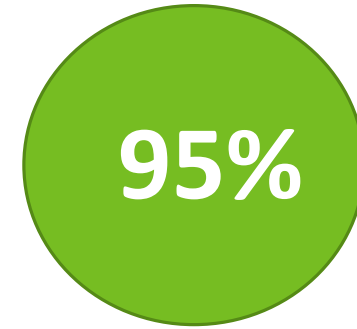


3% of patients would have done **nothing**

Provider Perspective



responded in 24H



responded in 48H



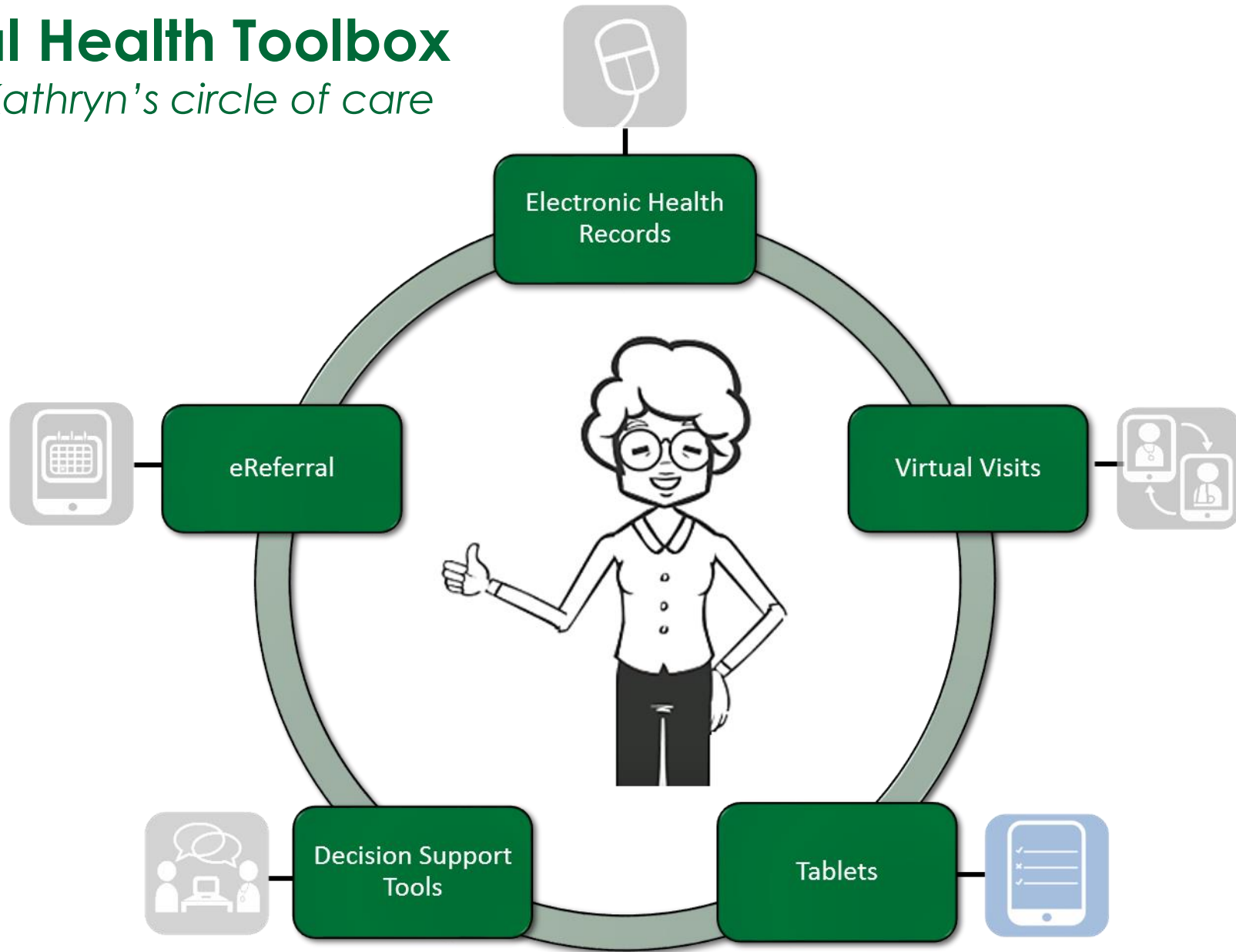
Increased Capacity to See More Patients

11 more visits/week (during usual working hours)

23 more visits/week

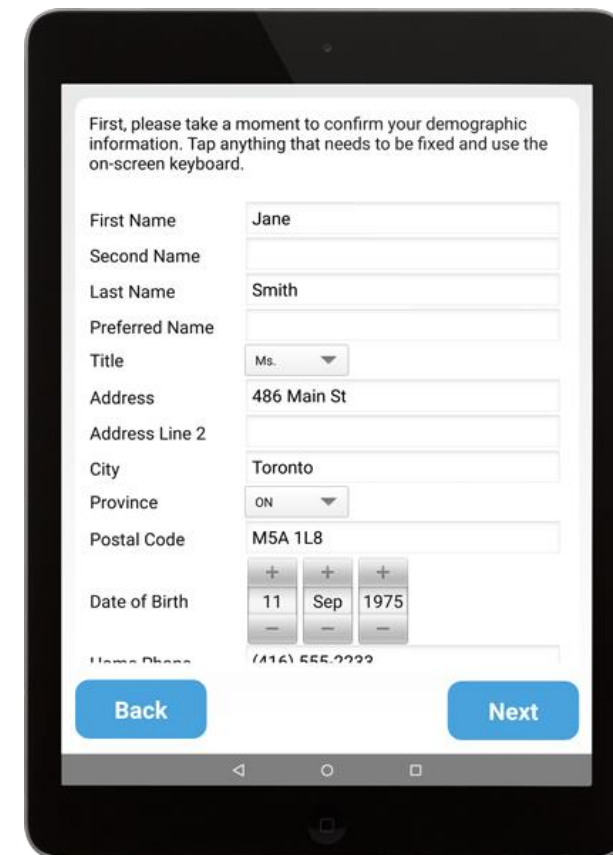
The Digital Health Toolbox

connecting Kathryn's circle of care



Tablet Usage

- Through a secure tablet, patients can:
 - Check-in and update their contact information
 - Provide consent for email and other clinic policies
 - Complete clinical forms and questionnaires
 - Provide feedback about their experience



First, please take a moment to confirm your demographic information. Tap anything that needs to be fixed and use the on-screen keyboard.

First Name	Jane
Second Name	
Last Name	Smith
Preferred Name	
Title	Ms.
Address	486 Main St
Address Line 2	
City	Toronto
Province	ON
Postal Code	M5A 1L8
Date of Birth	11 Sep 1975
Home Phone	(416) 555-2222

Back Next

Ocean by CognisantMD

- Real-time scoring and data transmission to the EMR
 - Automatically calculate scores and add a concise clinical note to the patient chart in real-time
- Thousands of patient-facing forms and questionnaires
 - Standardized and clinically validated
 - Built-in clinical decision support
 - Customized, edited, or built from scratch
- Secure and PHIPA compliant

Step 1: Load the form into the patient's chart

The screenshot displays a medical software interface with a patient's chart on the left and a central workspace. The patient's information includes: **Ms Melissa Lambing - PSS**, 123 Tablet Ln., Demoland ON D3M 0T4, 555-555-5555(H), demo@gmail.com. Birthdate: Jan 1, 2000, Sex: F, Health #: unknown; Not Rostered, Last Billed: Never, MD: other doctor. The interface features a menu bar with options like File, Edit, Style, Settings, Patient, View, Data, and Letter. A toolbar contains icons for various actions, and a sidebar lists medical history sections such as Family Hx, Problem List, Past Hx, Meds, Allergies, Immunizations, Personal Hx, Reminders, and Risk Factors. The central workspace shows a form titled "GAD-7" with a form ID of "6793" and a status of "Connected to Ocean". A red box highlights the "Add Form" button in the toolbar. Below this, two dialog boxes are shown: one titled "What favourite would you like to load?" with a list of options including "Brief Pain Inventory (90)", "GAD-7", "MH eForms", "PHQ9", and "Cancel"; and another titled "Input" with a search field containing "IGAD" and "OK" and "Cancel" buttons. The eHealth CENTRE OF EXCELLENCE logo is visible in the bottom left corner.

Ms Melissa Lambing - PSS

123 Tablet Ln.
Demoland ON D3M 0T4
555-555-5555(H)
demo@gmail.com

Birthdate: Jan 1, 2000 Sex: F
Health #: unknown; Not Rostered
Last Billed: Never
MD: other doctor

next visit: not booked age 19 yr 395

File Edit Style Settings Patient View Data Letter

Family Hx
Problem List
Past Hx
Meds
Allergies
Immunizations
Personal Hx
Reminders
Risk Factors

cean 6793 GAD-7 Connected to Ocean

v4.07 Site #: 2982

Add Favourite Add Form Email Patient Open Portal Import Refer Connected to Ocean

Settings Help

Discard Close Add to Notes

What favourite would you like to load?

Brief Pain Inventory (90)
GAD-7
MH eForms
PHQ9
Cancel

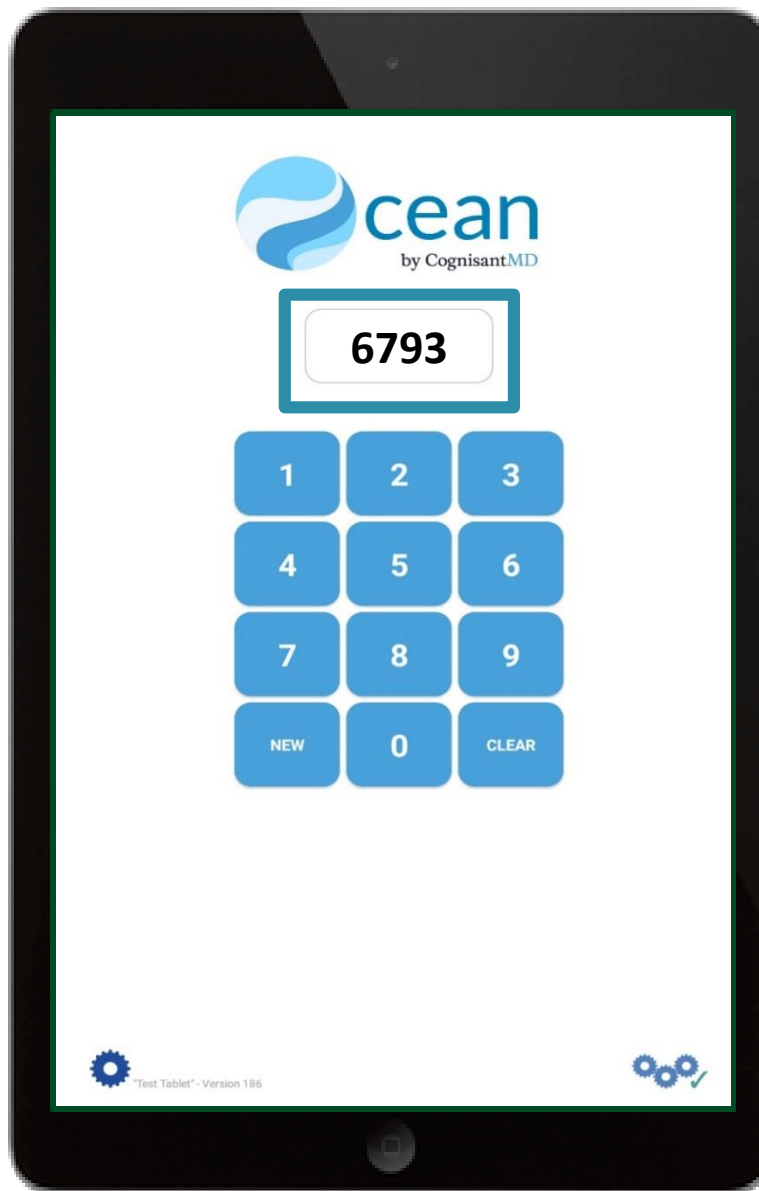
Input

Search for forms containing:
IGAD

OK Cancel

eHealth CENTRE OF EXCELLENCE

Step 2: Enter the unique patient reference number on the tablet



Step 3: Patients complete the selected forms and returns the tablet to the front staff

- Update demographics
- Complete forms and questionnaires
- Prompted to complete the patient experience survey

First, please take a moment to enter or confirm your demographic information. Tap anything that needs to be entered or fixed and use the on-screen keyboard.

First Name: Patient
Second Name:
Last Name: Demo
Preferred Name:
Title: Ms.
Address: 123 Tablet Ln.
Address Line 2:
City: Demoland
Province: ON
Postal Code: D3M 0T4
Date of Birth: Jan 01 2000
Home Phone: 555-555-5555
Business Phone: nnn-nnn-nnnn
Business Extension: nnnn
Mobile Phone: nnn-nnn-nnnn
Email: demo@gmail.com

By providing this email, I grant permission to email notifications of upcoming appointments and other messages that do not contain private medical information.

Back Next

Over half the days

2. Not being able to stop or control worrying
Over half the days

3. Worrying too much about different things
Over half the days

4. Trouble relaxing
Several days

5. Being so restless that it's hard to sit still
Over half the days

6. Becoming easily annoyed or irritable
Several days

7. Feeling afraid as if something awful might happen
Several days

If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people?

--

Not difficult at all
Somewhat difficult
Very difficult
Extremely difficult

Next

Step 4: Providers can review completed forms in the EMR before seeing the patient

The screenshot displays an EMR interface for a patient named Melissa Lambing. The patient's information includes address (123 Tablet Ln., Demoland ON D3M 0T4), birthdate (Jan 1, 2000), sex (F), and age (19 yr). The interface shows a list of medical history items on the left, including Family Hx, Problem List, Past Hx, Meds, and Allergies. The main content area displays a GAD-7 score of 11/21, with a list of symptoms: 1. Feeling nervous, anxious, or on edge "Over half the days"; 2. Not being able to stop or control worrying "Over half the days"; 3. Worrying too much about different things "Over half the days"; 4. Trouble relaxing "Several days"; 5. Being so restless that it's hard to sit still "Over half the days"; 6. Becoming easily annoyed or irritable "Several days"; 7. Feeling afraid as if something awful might happen "Several days". The score is highlighted in a blue box, and a blue arrow points to it from the text "Real-time scoring and clinical decision support".

Ms Melissa Lambing - PSS

File Edit Style Settings Patient View Data Letter

Check in

next visit: not booked age 19 yr 395

123 Tablet Ln.
Demoland ON D3M 0T4
519-885-0606(H)
demo@gmail.com

Birthdate: Jan 1, 2000 Sex: F
Health #: unknown; Not Rostered
Last Billed: Never
MD: other doctor

cean 6793 Email Attach Add Form Favourite Open Portal Import Refer Available notes have been downloaded

Depression L1 Depression f/u EA scales Mental Notes Report Card PHQ-9: never d SDS: n/a BC-CCT: n/a Handouts
Depression L2 Pt Mood Plan Labs GAD-7: n/a LEAPS: n/a FIBSER: n/a

LITE Version - Contact www.stewartmedicine.com or stewartmedicine@gmail.com for Advanced Features © Stewart Medicine Prof Corp, 2018

Jul 25, 2019 ML/OCN
GAD-7
Over the last 2 weeks:
1. Feeling nervous, anxious, or on edge "Over half the days"
2. Not being able to stop or control worrying "Over half the days"
3. Worrying too much about different things "Over half the days"
4. Trouble relaxing "Several days"

Jul 25, 2019 ML/OCN
GAD-7
Over the last 2 weeks:
1. Feeling nervous, anxious, or on edge "Over half the days"
2. Not being able to stop or control worrying "Over half the days"
3. Worrying too much about different things "Over half the days"
4. Trouble relaxing "Several days"
5. Being so restless that it's hard to sit still "Over half the days"
6. Becoming easily annoyed or irritable "Several days"
7. Feeling afraid as if something awful might happen "Several days"
If you checked off any problems, how difficult have these made it for you to do your work, take care of things at home, or get along with other people? "Somewhat difficult"

@GAD-7: 11 / 21
(5-9 mild; 10-14 moderate; 15+ severe)
Moderate anxiety.
Further evaluation is recommended when the score is 10 or greater.

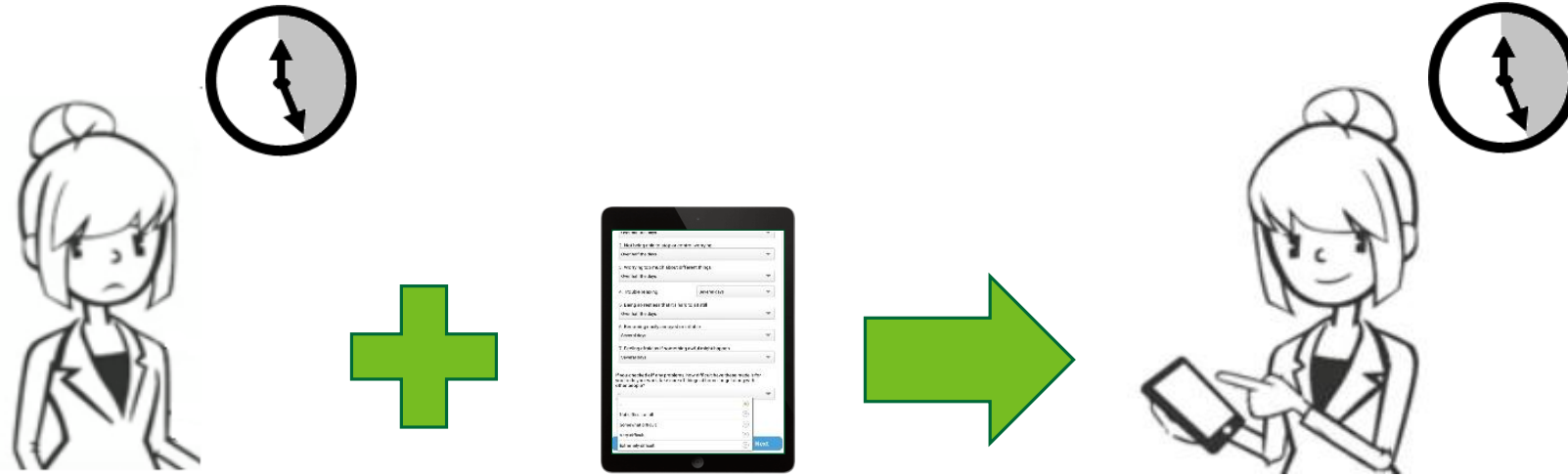
Real-time scoring and clinical decision support

Enhancing clinical efficiencies

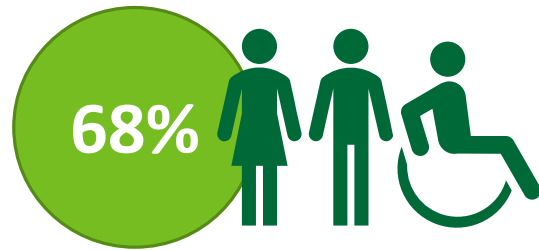
- Tablets results in time savings
- Facilitate the use of assessment scores at the point of care
 - Focus on relevant issues identified from the assessment
 - Better engaging the patient in decision making
- Patient treatment progress can be more objectively monitored through graphed scores



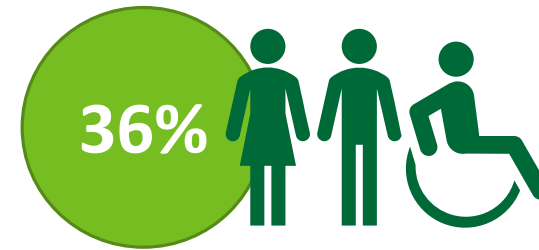
Tablets in Waiting Rooms



Positive distraction from waiting for their appointment



indicated they enjoyed having something to do while in the waiting room



indicated that tablet helped them provide **more honest** answers to mental health assessments

Tablets and Patient Engagement

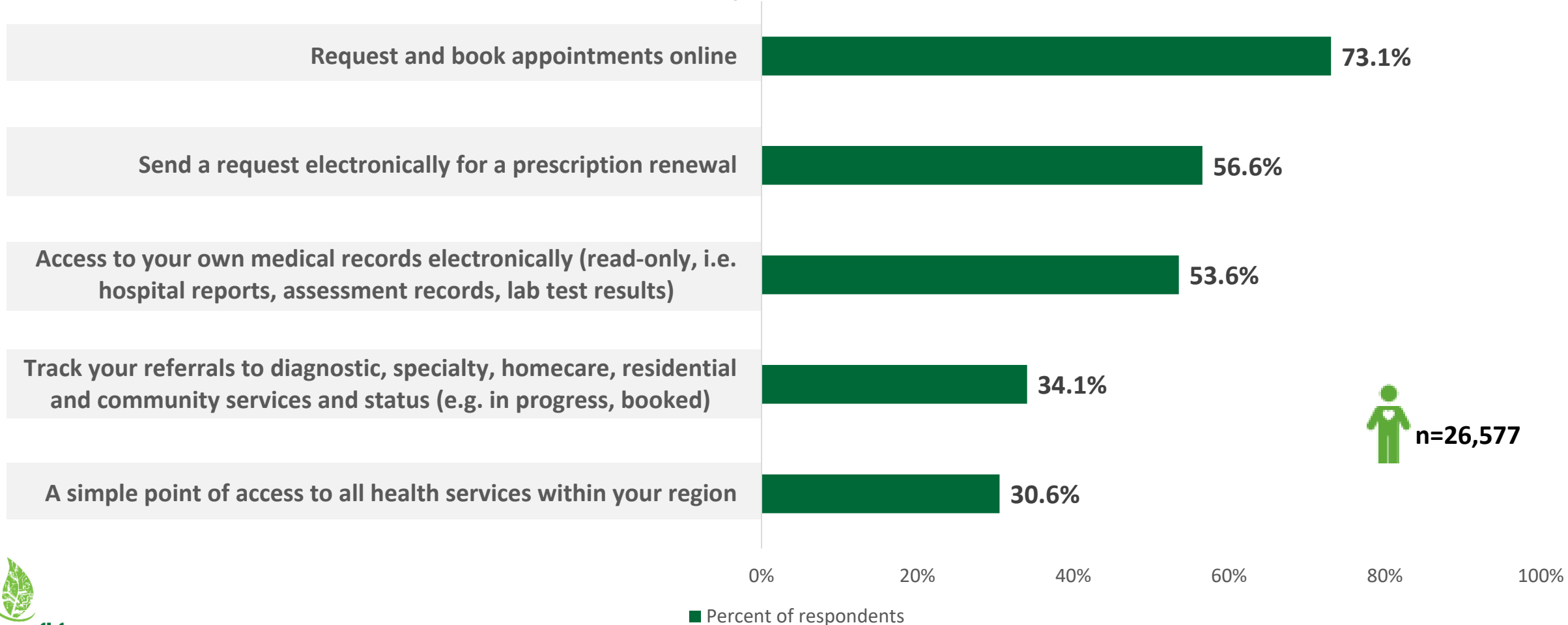
- Engaging patients instills their voice in the planning of programs, maximizing the likelihood of success
 - Conduct needs assessments
 - Gain patient feedback on changes that impact their lives
 - Evaluate other well-being initiatives in the community

- ✓ **Reduce selection bias**
- ✓ **Enhance patient participation**



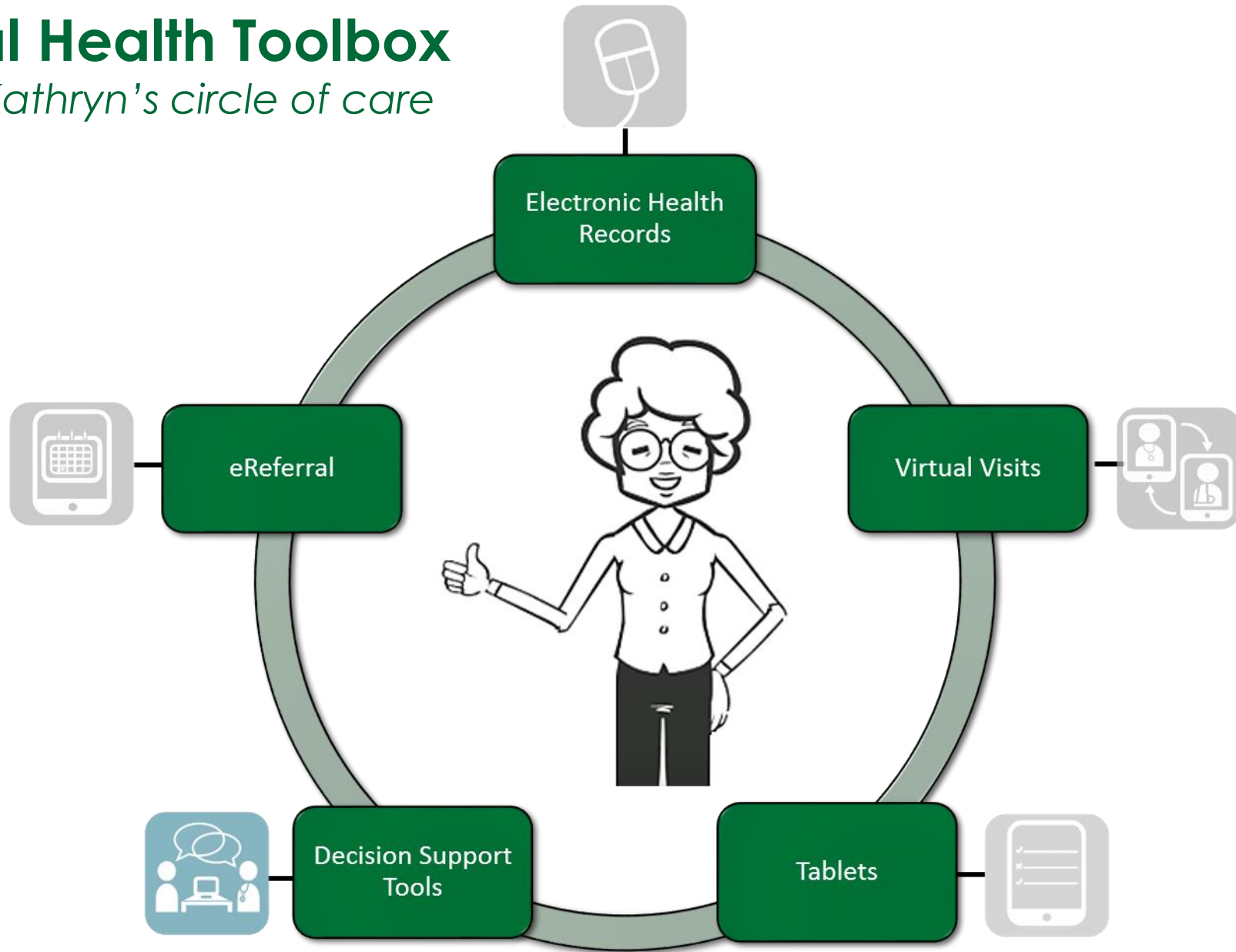
The Value of Digital Health Solutions for Patients

Digital Health Solutions That Patients See Valuable to Enhance Their Healthcare Experience

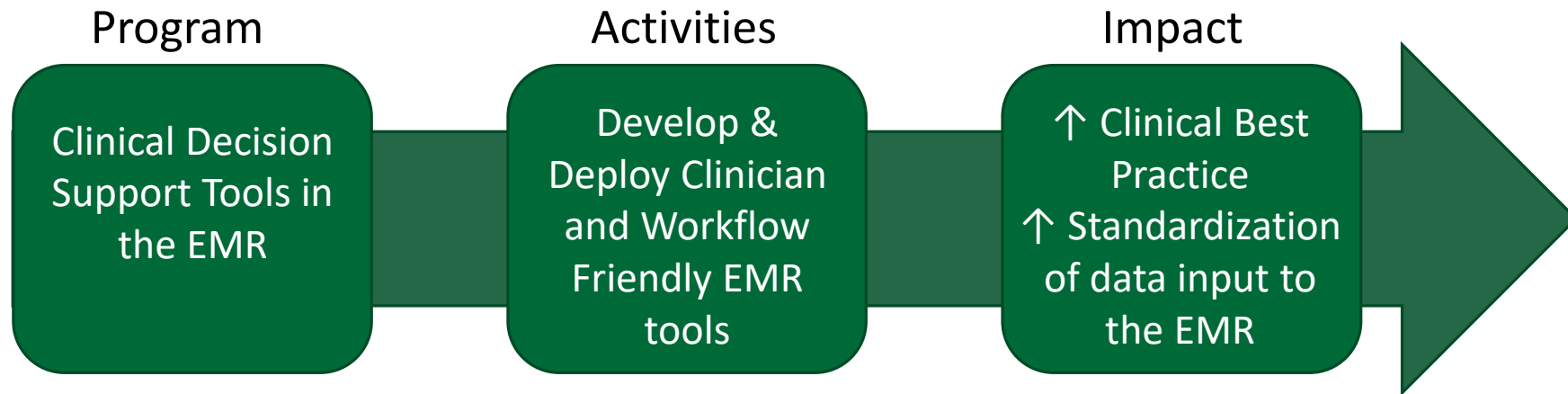


The Digital Health Toolbox

connecting Kathryn's circle of care



Clinical Decision Support Tools

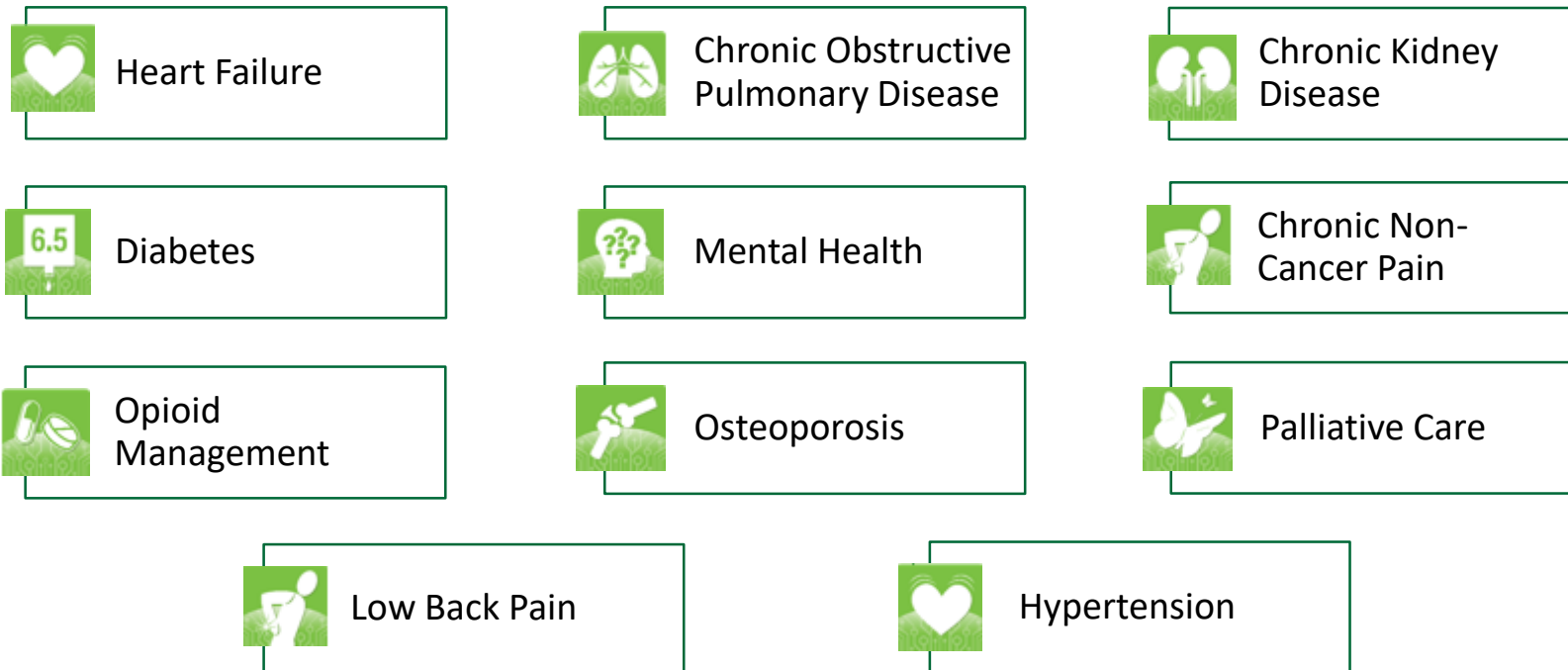


Clinician and Workflow Friendly EMR Tools

Working with provincial and regional organizations (I.e. CorHealth, ORN, CEP, Osteoporosis Canada, HQO, etc..) to incorporate best practice guidelines,

11

CDPM EMR Templates have been created:



Many other

EMR tools designed to assist clinicians (including Toolbars and Encounter Assistants).

Preventative Care Toolbar

eCE, Kathryn
419 Phillip St
Waterloo ON N2L 3X2
519-885-0606(H)

Birthdate: Oct 30, 1963 Sex: F
Health #: unknown; Not Rostered
Last Billed: Never
MD: Mohamed Alarakhia

next visit: not booked age 55 yr 396

Prev Care

cean 2401 • Email Attach Add Form Favourite Open Portal Import Refer Available notes have been downloaded

Prev Care Tool - EWFHT v3.0

File EW FHT v3.0 Close

Screening	Status (Eligibility)	Last Test (Follow Up)	Due Date of Next Test	Response
Cervical	Due		Pap	Add
Breast	Due		Mammogram	Add
Colorectal	Due		FIT	Add
BMD	Excluded Does not meet criteria			Add

Discard Add to Notes

How It Works

Visual cue to prompt care;



Screening includes cervical, breast, colorectal, and BMD

Customizations available;

- Exclude or include tests based on clinics preference
- Patient
- Combin

Prev Care Tests - Alec Test

Screening (some people entered as male may require the following screening)

QBIC Prev Care • CHF • COPD • CKD • Problem List EA • SOAP • WT • HT • BMI • View Labs • CMA Guidelines • LU codes • SDM

Breast Show Hide

QBIC Re-Test Screen Labset LAB REQ Imaging Absentee Ref Clinic Prev Care

Cancel

QBIC Prev Care • CHF • COPD • CKD • WT • HT • BMI • View Labs • CMA Guidelines • eConsult

Cancel

How It Works

Step 1: Review tests that are due

^ eCE, Kathryn
419 Phillip St
Waterloo ON N2L 3X2
519-885-0606(H)

Birthdate: Oct 30, 1963 Sex: F
Health #: unknown; Not Rostered
Last Billed: Never
MD: Mohamed Alarakhia

next visit: not booked age 55 yr 396

Family Hx
M - Diabetes
F - Hypertension

Problem List
Obesity
Asthma
Depression
Hypertension
DM

Past Hx

Meds
Celexa 40 mg 1 ti
acebutolol 100 mg
Symbicort-100 Tu
theophylline 200 n

Allergies
Food: Shellfish

Prev Care

Reaction recorded to: Shellfish
Minor Allergy

Prev Care Tool - EWFHT v3.0

File

EW FHT v3.0 Close

Prev Care Summary - Kathryn eCE

Screening	Status (Eligibility)	Last Test (Follow Up)	Due Date of Next Test	Response
Cervical	Due		Pap	Add
Breast	Due		Mammogram	Add
Colorectal	Due		FIT	Add
BMD	Excluded Does not meet criteria			Add

Discard Add to Notes

How It Works

Step 2: Add a response

The screenshot displays a software interface for managing patient care. The main window, titled 'Prev Care Summary - Kathryn eCE', contains a table with the following data:

Screening	Status (Eligibility)	Last Test (Follow Up)	Due Date of Next Test	Response
Cervical	Due		Pap	Add
Breast	Due		Mammogram	Add
Colorectal	Due		FIT	Add
BMD	Excluded	Does not meet criteria		

A black box highlights the 'Add' button in the 'Response' column for the 'Colorectal' row. A black arrow points from this button to a dialog box titled 'Prev Care Tool - Colorectal Response - EWFHT v3.0'. The dialog box contains the following fields:

- Referral Done
- Requisition
- Report Pending
- Refused
- Other
- Comments:
- Date: Aug 2, 2019
- Buttons: Cancel, Discard

How It Works

Step 3: Wait for results

eCE, Kathryn next visit: not booked age 55 yr 396

419 Phillip St
Waterloo ON N2L 3X2
519-885-0606(H)

Birthdate: Oct 30, 1963 Sex: F
Health #: unknown; Not Rostered
Last Billed: Never
MD: Mohamed Alarakhia

Prev Care

Family Hx
M - Diabetes
F - Hypertension

cean 2404 • Email Attach Add Form Favourite Open Portal Import Refer Connected to Ocean

Prev Care Tool - EWFHT v3.0

File EW FHT v3.0 **Close**

Prev Care Summary - Kathryn eCE

Screening	Status (Eligibility)	Last Test (Follow Up)	Due Date of Next Test	Response
Cervical	Due		Pap	<input type="button" value="Add"/>
Breast	Due		Mammogram	<input type="button" value="Add"/>
Colorectal	Up to Date	Aug 2, 2019 FIT	Aug 2, 2021 FIT	<input type="button" value="Add"/>
BMD	Excluded Does not meet criteria			<input type="button" value="Add"/>

How It Works

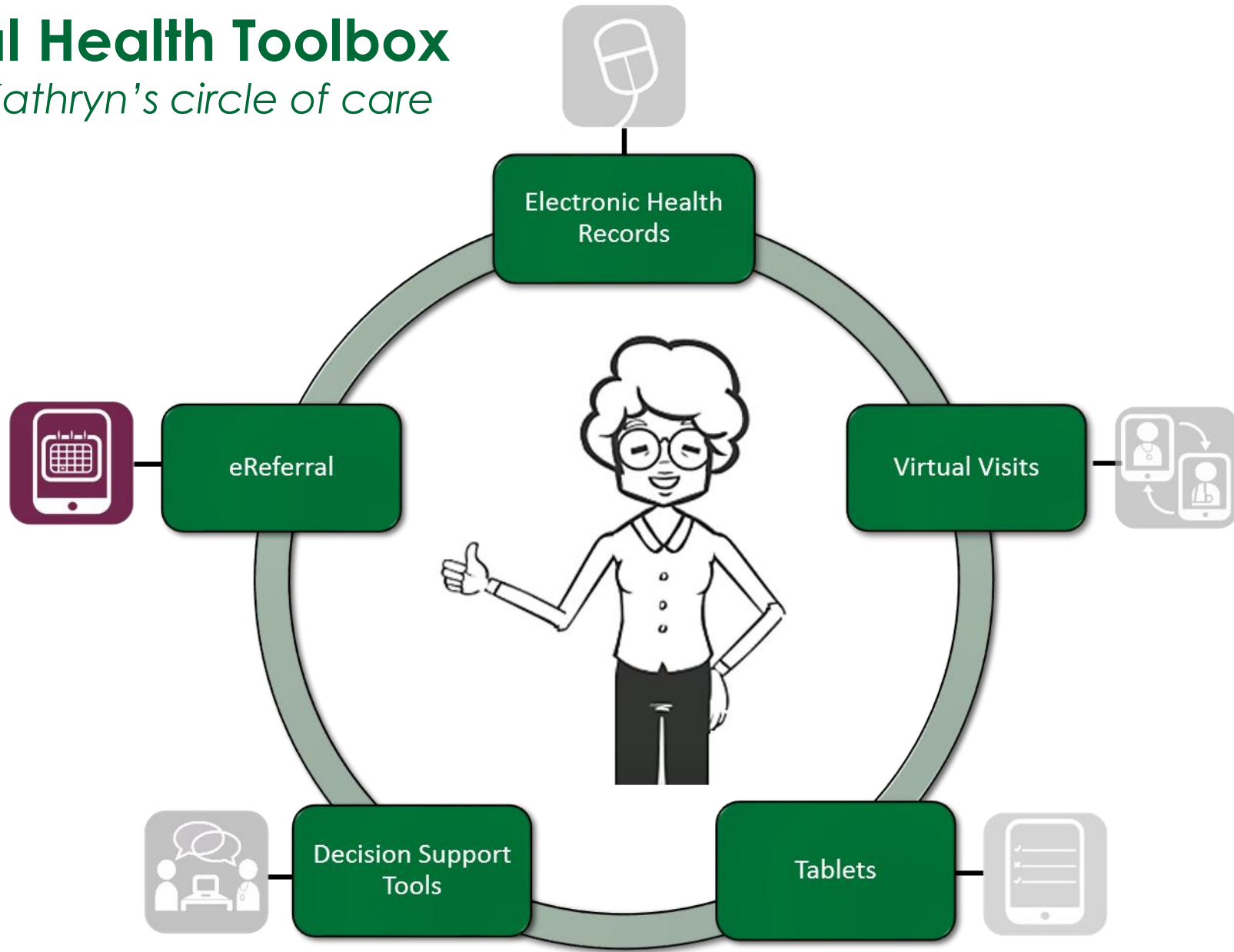
Unfortunately, the test came back positive (abnormal).
Kathryn's provider can now send her for a colonoscopy...

Using Ocean eReferrals



The Digital Health Toolbox

connecting Kathryn's circle of care



Poll

How often does your clinic need to follow-up with a specialist's office to provide or receive more information regarding a referral?

- a) Always**
- b) Sometimes**
- c) Never**
- d) Unsure**

System Coordinated Access

In 2016, the System Coordinated Access Program (SCA) established the to support coordinated access efforts in Waterloo Wellington, including the development of an electronic referral (eReferral) solution.



Participating LHINs in eReferral Planning and Implementation

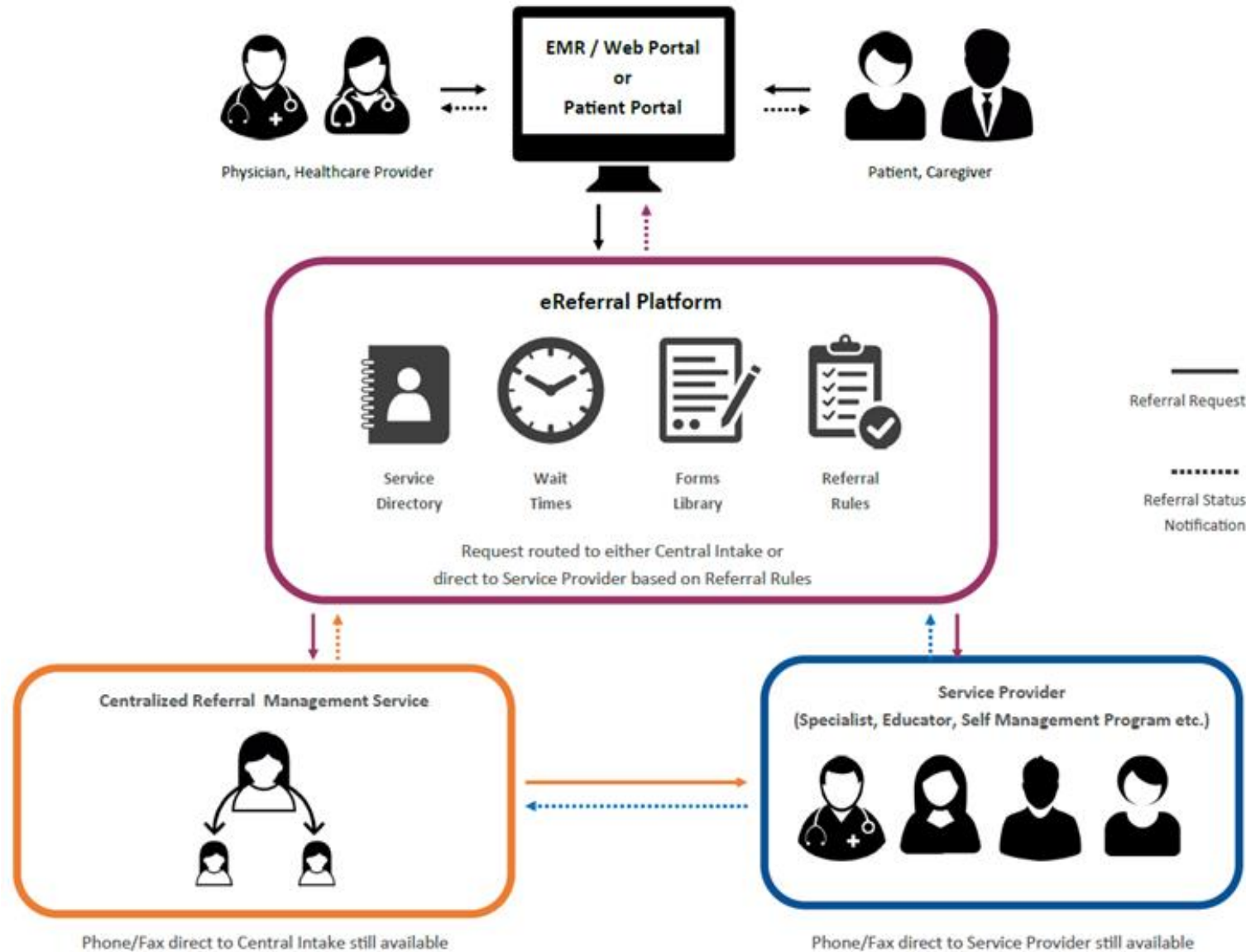
Other LHINs involved in the original RFP:



What is eReferral?

eReferral is the secure and seamless transfer of patient information from one point-of-care client management system into another, via an electronic, web-based platform.

What is eReferral?



How It Works

Launch eReferrals using...



OR



How It Works

Step 1: launch Ocean

The screenshot displays a patient record for Kathryn eCE. The top section includes patient details: 419 Phillip St, Waterloo ON N2L 3X2, 519-885-0606(H), Birthdate: Oct 30, 1963, Sex: F, Health #: unknown; Not Rostered, Last Billed: Never, MD: Mohamed Alarakhia. A red arrow points to the 'Refer' button in the navigation bar. The left sidebar shows 'Family Hx' (Diabetes, Hypertension), 'Problem List' (Obesity, Asthma, Depression, Hypertension, DM), 'Past Hx', and 'Meds' (Celexa, acebutolol, Symbicort-100, theophylline). The main content area shows clinical notes for depression, including PHQ-9 score of 6.0 and a diagnosis of depression. A table at the bottom lists dates and associated actions.

Date	Action	Code
Jul 31, 2019	(Click to expand)	RKD
Jul 31, 2019	LifeLabs - FIT Requisition - Colorectal Cancer Screening	RKD

How It Works

Step 2: Search for a Referral Destination

Search for colonoscopy

Kathryn's Address is auto-populated

The screenshot displays the Ocean eReferral Network interface. At the top, the search bar contains "Colonoscopy" and the location field is populated with "419 Phillip St, Waterloo, ON". Below the search bar, a list of referral destinations is shown. The "Colonoscopy Centre" entry is highlighted with a red box around its wait times: "Wait 1: 21 days" and "Wait 2: 15 days". To the left of the list, the text "Wait Times" is visible. The right side of the interface shows a map of Waterloo, Ontario, with various landmarks and streets labeled.

Referral Destination	Specialty	Wait Times
Dr. Jonathan Richard Love	Colonoscopy	
Dr. Scott Penner	Colonoscopy	
Dr. Jonathan Richard Love	Colonoscopy	
Dr. Tina Williams	Colonoscopy	
Colonoscopy Centre	Colonoscopy	Wait 1: 21 days Wait 2: 15 days
Dr. Mark Joon-Sung Lee	Colonoscopy	Wait 2: 10-12 Weeks
Tri-City Colonoscopy Clinic	Colonoscopy	

Wait Times

How It Works

Step 3: Fill in the Referral Form

Standardized referral form

Most recent version

Auto-populated demographics and CPP

Option to email patient with status updates

New eReferral - Colonoscopy Centre

Patient Information

Surname: eCE Mobile #:

First: Kathryn Home #: 519-885-0606

DOB: 1963/10/30 Male Female Business #:

HN: province health number VC Email:

Address: 419 Phillip St line 2 Waterloo ON N2L 3X2

Allergies:

Food: Shellfish

Medications:

Celexa 40 mg 1 time daily for 5 years starting Jun 23, 2017
acebutolol 100 mg 2 tablets every 2 days starting Jul 31, 2019
Symbicort-100 Turbuhaler twice daily starting Jul 31, 2019
theophylline 200 mg every 12 hours for 72 weeks starting Jul 31, 2019

Date of Abnormal FIT Result (please attach FIT result): * 2019-07-31

Select booking option:

Book first available colonoscopy date
 Book Colonoscopy with preferred Endoscopist
Please note, if no selection is made, the first available colonoscopy date will be booked.

Previous Colonoscopy:

Personal Health Information that is medically relevant has not been disclosed at the request of the patient.

+ Add Attachments...

Referrer's Information Dr. Raymond Dolch

Site Name: SCA Raymond (Sending Site) Phone: 519-500-3754
Address: 473 Phillip St. Fax: 519-555-5676
St Billing #: 11111
City: Waterloo Professional ID: 2222222
Province: ON Signed: **Raymond Dolch**
Postal Code: N2G 1C5 Clinician Type: Family Physician cc:

How It Works

The screenshot displays a patient's EHR for Kathryn eCE. The patient's information includes address (419 Phillip St, Waterloo ON N2L 3X2), birthdate (Oct 30, 1963), sex (F), and age (55 yr). The MD is Mohamed Alarakhia. The chart shows a family history of Diabetes and Hypertension, and a problem list including Obesity, Asthma, Depression, Hypertension, and DM. A referral summary for a Colonoscopy Centre is highlighted in red, showing the date (Jul 31, 2019) and the patient's medical history, including allergies (Shellfish) and medications (Celexa, acebutolol, Symbicort-100, theophylline). A real-time status tracking bar at the bottom of the referral summary shows the referral was sent to the Colonoscopy Centre and is not yet reviewed. An automated message to the referral clerk (RKD) is also highlighted in red, stating: "RKD-AT; RKD Follow-up status of eReferral (Colonoscopy) Jul 31, 2019 16:09 eReferral sent to Colonoscopy Centre - Colonoscopy ; please follow. For (click to act on AT; RKD's behalf)".

Referral summary
posted in the chart

Real-time status
tracking

Automated message
to referral clerk

Referral Updates

An appointment has been booked for you

Dear Kathryn,

A referral was sent for you on 2019-07-31 by Dr. Dolch for **Colonoscopy** :

Your appointment has been scheduled for **Aug 15, 2019 at 1:25 PM.**

Location:



Colonoscopy Centre
420 Phillip St, Waterloo
Phone: 519-885-0606
Fax: 123-456-7890

Settings

 Remove

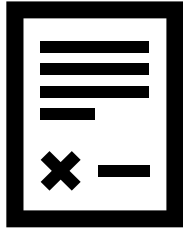
Confirm this Appointment

If you are unable to attend this appointment, please contact the location directly to make alternate arrangements.

Comments:

2\$ parking is beside the mall. Cash Only

Benefits of eReferral



Standardized, pre-populated forms from EMR ensure referrals are complete and significantly reduces declined incomplete referrals

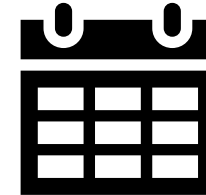


Email updates keep the patient informed throughout the referral lifecycle

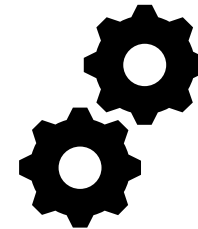
Searchable map-based directory



Appointment dates and times can be confirmed by email

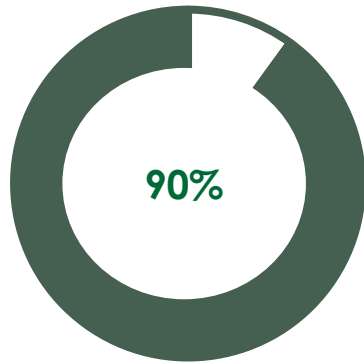


Primary care provider can search for specialties and programs by wait time or by proximity to patient's home

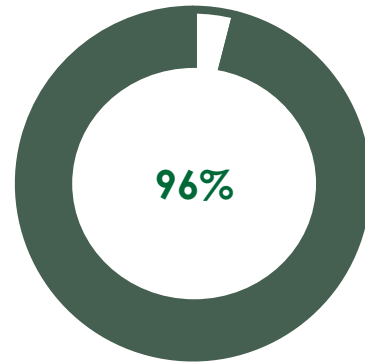


Secure, encrypted data transfer

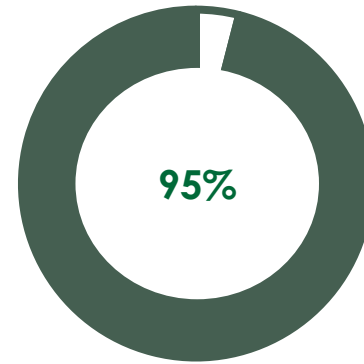
What are We Hearing From Patients?



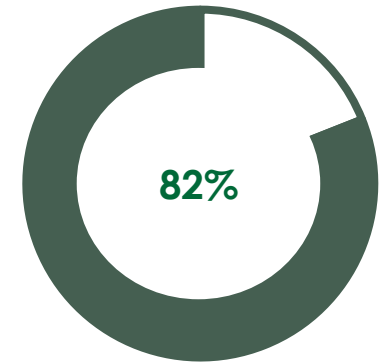
Satisfied with the eReferral Process



Found the referral to be an Easy Process



eReferral Notifications Improves the Patient Experience



Feel more Informed About their Care

Call to Action

- How can your team leverage the tools presented today to support the care they provide to their patients?
- Connect with us to support your journey as you transition into Ontario Health Teams!



Electronic Health Record



Virtual Visits



Tablets



Electronic Medical Record
(EMR) coaching & tools



Electronic Referral
(eReferral) & Patient Portal



eConsult

info@ehealthce.ca