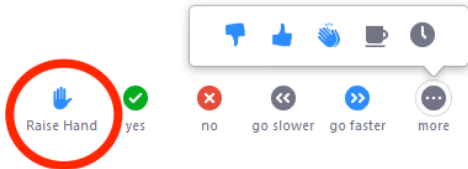
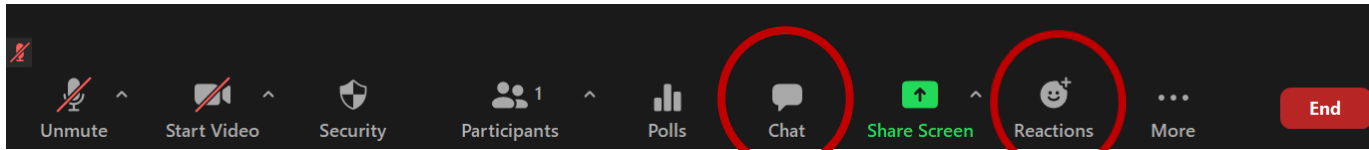


# Aggregate Primary Care Vaccination Report Information Sessions

JULY 21, 22 & 29, 2021

# Participating in the Webinar

- Please remain on mute until the Q and A time.
- If you would like to submit a question or comment at any time, please use the **Chat** box.
- In the **Chat** you can also add comments or messages.
- During the Q and A time you can use the “Reactions” button.
- Sessions will be recorded.



During the Q and A you can also go to the “Reactions” button and use the “raise hand” icon so we know you have a question. We will then ask you to unmute to ask your question.

**These sessions are being offered by Ontario Health for physicians & care teams working in a patient enrollment model.**

**We are grateful for the support we receive from our partners.**





# Poll # 1: What is your role?

# Agenda

Time	Item	Responsible
8:00 – 8:05 am	Welcome & Purpose of reports	David Kaplan, Ontario Health
8:05 – 8:20 am	Accessing eReport via OneID	Digital Excellence in Health, Ontario Health
8:20 – 8:40 am	Using the Excel toolkits – Live Demo	OntarioMD
8:40 – 8:50 am	Having conversations with patients	David Kaplan, Ontario Health
8:50 – 9:00am	Discussion & Next Steps	All

# Purpose of COVaxON Aggregate Primary Care Vaccination Report

- Identifies your rostered patients that have received a COVID-19 vaccine
- Helps to reinforce the relationship family physician and care team holds with patient as their trusted primary care provider
- Contact your patients to provide them assistance in the registering and/or booking of their COVID-19 vaccinations

# Complimentary with other supports

- HRM feeds directly from COVaxON allows direct notification of vaccination to all known primary care providers
- E-Health Centre of Excellence “bot” allows automated documentation of vaccine data from HRM into CCP immunization section (currently only compatible with TELUS EMR)
  - <https://ehealthce.ca/COVID-vax.htm>
  - <https://ehealthce.ca/userContent/documents/COVID-19/COVID%20Immunization%20Reconciliation%20Overview%20&%20FAQs%20vJune%202021.pdf>
- EMR vendors also working on automated COVID immunization custom forms / toolbars (see next slide)

# PS Suite EMR

- TELUS has also created a tool which reconciles HRM report into your EMR immunization module. The solution provides single-click reconciliation of HRM COVID Immunization notes with PS Suite's patient treatment history.
- The custom form library can be found at this link:
  - [https://help.pssuiteemr.com/latest/on/en/Content/05\\_ConfigContent/Library\\_CF.htm](https://help.pssuiteemr.com/latest/on/en/Content/05_ConfigContent/Library_CF.htm)
- The link to a zip file containing the HRM Toolkit can be found here:
  - <https://psssupport.telushealth.com/content/Ontario/HRM%20Covid%20Immunization%20Toolkit.zip>





# "Accessing eReport via OneID" Digital Excellence in Health team at Ontario Health

# Digital Excellence in Health – Contact Information

- Link to the eReport Portal: <https://providers.cancercare.on.ca>
  - Select the "ONE ID" option to login using your ONE ID account.

Any questions about OneID or trouble accessing the eReport, should go to OH at:

- Digital Support Desk at 1-866-250-1554 or
- Email [OH-DS\\_servicedesk@ontariohealth.ca](mailto:OH-DS_servicedesk@ontariohealth.ca)

Hours of Operation:

8:30 A.M. to 5:00 P.M., Monday to Friday



**"Using the Excel Toolkits"  
OntarioMD team on  
EMR-eReport Patient Vaccination  
Reconciliation Toolkit**



# OMD EMR-eReport Patient Vaccination Reconciliation Toolkit



# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

Key Points before we begin.

1. Does not auto-update EMR
2. Compares OH and EMR patient reports for insight through a series of spreadsheet compatible software
3. OH report highlights one and two doses of the vaccine.
4. OMD toolkit compliments the OH report by highlighting the patients who have not received any vaccine.

OMDs staff is here to support you with the toolkit and reconciliation process as well as roster and data integrity.

# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

## Toolkits

- Designed to help reconcile patient list extracted from your EMR with the eReport, \*outside of your EMR.
- Assist with identifying patients who have received a COVID-19 vaccine.

## Zip Files Contain

- Excel Workbook
  - Excel Spreadsheet
- Search or Query
  - Active patients, 12+ years

Patient List Data Extracted from TELUS PS Suite											Data from eReport Practice Level COVID-19 Vaccination Report			
First Name	Surname	Health Card	Sex	DOB	Age	Home Phone	Business Phone	Mobile Phone	Email Address	Mid Name	Member Status	Vaccine	Administration Date	Dose
Anh	Mannina	4567891017	F	16-Sep-52	68						FHD Enrolled	PFIZER-BIONTECH COVID-19 VACCINE mRNA	08-Jan-21	2 of 2
Brenna	Holling	8421832304	F	14-Apr-90	31						Not Rostered			
Jean	Torri	1234567897	F	7-Nov-66	54				afsoon.khazee@ontariomd.com		FHD Enrolled	MODERNA COVID-19 VACCINE mRNA	05-Jan-21	2 of 2
Kari	Doro	999880002	F	14-Oct-52	68						FHD Enrolled	PFIZER-BIONTECH COVID-19 VACCINE mRNA	06-Jan-21	2 of 2
Kristofer	Becka	8039583201	M	10-Oct-48	72						Not Rostered			
Laurine	Tesmer	8567895112	F	8-Mar-65	56						Not Rostered			
Marcela	Stiers	5428512585	F	24-Aug-52	68				mstiers@noemail.com		Not Rostered			
Marshall	Chilinskas	7174492911	M	26-Jun-65	55						FHD Enrolled	PFIZER-BIONTECH COVID-19 VACCINE mRNA	07-Jan-21	1 of 2
Masako	Abud	1472862224	F	3-Mar-88	33						FHD Enrolled			
Mavis	Balcer	7174499919	F	28-Nov-94	26						Not Rostered	MODERNA COVID-19 VACCINE mRNA	05-Jan-21	2 of 2
PTOne	PTLastOne	1234567897	F	1-May-11	110						Not Rostered	MODERNA COVID-19 VACCINE mRNA	05-Jan-21	2 of 2
Randolph	Demopoulos	1000547354	M	9-Feb-86	35				rdemo@noemail.com		Not Rostered	PFIZER-BIONTECH COVID-19 VACCINE mRNA	05-Jan-21	1 of 2
Diana	Diabetes	2910254131	F	13-Oct-65	55	416-897-4456	416-897-3544	289-642-3544	ddiabetes@gmail.com		FHD Enrolled			
Nathanael	Mayton	1112223330	F	9-Feb-61	60						Not Rostered	PFIZER-BIONTECH COVID-19 VACCINE mRNA	07-Jan-21	2 of 2
Opal	Oxy	1934678531	F	30-May-80	41						FHD Enrolled			
Donna	Noble	7946132581	F	1-May-55	66	416-897-4456					FHD Enrolled			

# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

## Searches

EMR patient list queries active patients, over the age of 12.

We created searches for only active patients: (not rostered)

- a. Clinics use different roster statuses
- b. Roster list in your EMR may not be up to date.

To restrict results to rostered patients only, or other criteria, the searches can be modified to suit your needs.

If custom active statuses (ie: Accuro) are used, the query can be updated to match your clinic.

Should modification be made to searches, ensure the data columns do not change to avoid errors.

# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

## Other EMRs

EMR Patient List searches are available for TELUS PSS, Accuro and OSCAR. \*We could only produce searches for EMRs we have access to.

Anyone can use these toolkits

Create a query or search that produces a list of active patients, 12 years and older that produces the same columns found in the workbooks.

If using from another EMR I would recommend using the TELUS PSS or OSCAR toolkits  
Accuro has a few modified columns specific to Accuro Queries.



# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

## Toolkit Columns.

### Columns in TELUS PSS Toolkit

A	B	C	D	E	F	G	H	I	J	K	L
Patient List Data Extracted from TELUS PS Suite											
First Name	Surname	Health Card	Sex	DOB	Age	Home Phone	Business Phone	Mobile Phone	Email Address	Md Name	Member Status

### Columns in OSCAR Toolkit

A	B	C	D	E	F	G	H	I	J	K	L	M
Patient List Data Extracted from OSCAR												
Last Name	First Name	HIN	DOB	Age	Sex	Cell Phone	Home Phone	Work Phone	Email Address	Status	Roster Status	Provider

### Columns in QHR Accuro Toolkit

A	B	C	D	E	F	G	H	I	J	K	L
Patient List Data Extracted from Accuro											
Last Name	First Name	PHN	DOB	Sex	Home Phone	Task Status	Work Phone	Cell Phone	Email Address	Pt. Status	MD Last Name

# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

eReport from OH saves as:



enrolledPatientsSummary\_000252

Patient List generated from EMR: save under an identifiable name.



Patient List Dr Talebi COVax



# OMD EMR eReport Patient Vaccination Reconciliation Toolkit

For assistance using the toolkits please contact the OntarioMD  
Support Team

**Phone:** 416-623-1248

**Toll Free:** 1-866-744-8668

**Email:** [COVaxON.Support@ontariomd.com](mailto:COVaxON.Support@ontariomd.com)



# OntarioMD resources

- [EMR-eReport Patient Vaccination Reconciliation Toolkit](#) (web page)
- [Resources Tools and Support for Building Vaccine Confidence](#) (PDF)
- [Support for patient outreach](#) (PDF)

# OntarioMD - Contact Information

**For questions about using the Excel Reconciliation Toolkit, contact OntarioMD support:**

- Phone: 416-623-1248
- Toll Free: 1-866-744-8668
- Email: [COVaxON.Support@ontariomd.com](mailto:COVaxON.Support@ontariomd.com)



# Q & A



# Having Conversations with Patients

## Dr. David Kaplan



# Having conversations with patients

What patients need to *hear*:

- Vaccinating for COVID-19 is a personal choice.
- Being unsure about the decision to vaccinate is normal and that the family physician and team are here to help you.
- The family physician and team are a trusted source of information.
- The family physician and team have been educating themselves on the COVID-19 vaccine.
- The family physician and team are specialists in you. They know your history, family, circumstances and are able to make recommendations for you about COVID vaccine.

# Having conversations with patients

What patients need to *know*:

- They are eligible for the first dose of the COVID vaccine.
- If they are ready to vaccinate, booking an appointment is through the provincial booking website, through a participating pharmacy, or (in some cases) through a family physician office.
- Many [clinics in Toronto](#), for example, are walk-in (no appointment needed).
- If they have questions about the vaccine that may be able to answer common questions about the vaccine.
- If they have concerns or would like the physician to help them make a decision about the vaccine, an appointment can be booked.

# Having conversations with patients

## Helpful links:

- Provincial Government booking site <https://covid-19.ontario.ca/book-vaccine/> or pharmacy locations that are offering vaccinations <https://covid-19.ontario.ca/vaccine-locations>
- The Centre for Effective Practice [website](#) maintains a list of frequently asked questions “*Ensuring patient confidence in vaccines*”
- [EMR-eReport Patient Vaccination Reconciliation Toolkit](#) (scroll to bottom for patient related materials) - also included as separate tabs in the Excel Workbook



# Q & A



# Post-Polling

How likely are you to use one idea or concept?

How would you rate the overall value of this meeting?

# General Vaccine resources available

- OH's [Primary Care Vaccination QI Support CoP](#)
  - see Activity& Attachments tab including many of the following resources
- [YouTube Channel](#) of recorded Primary Care Vaccinations QI Support COP
  - Go to [June 3 video](#) and at minute 32:00 Dr. Tara Kiran speaks to building vaccine confidence.
- [Primary Care COVID-19 Immunization Toolkit](#)
- Ontario MOH [COVID-19 Vaccine-Relevant Information and Planning Resources](#)
- CEP's [COVID-19: Vaccines](#)
- OMA Resources via [Member Log-in](#) (recently updated)
- OCFP's [COVID-19 Vaccine resource page](#)
  - OCFP's COVID-19 Community of Practice sessions [past recordings page](#) several of which touch on vaccine confidence



# Other resource on building vaccine confidence

- The Public Health Agency of Canada's [primer](#) on “**Addressing vaccine hesitancy in the context of COVID-19**”
- The reasons for vaccine hesitancy are varied and complex. The following '5C' model summarizes the key factors that can influence vaccine hesitancy:
  - **Confidence**: level of trust in the effectiveness and safety of vaccines, the systems that delivers vaccines and the motives of those who establish vaccine policies.
  - **Complacency**: perception that risks of vaccine-preventable disease are low and vaccines are not necessary.
  - **Convenience**: extent to which vaccines are available, affordable, accessible, and individuals' ability to understand (as a reflection of language and health literacy) the need for vaccinations.
  - **Calculation**: individual engagement in extensive information searching and evaluation of risks of infections vs. vaccination.
  - **Collective** responsibility: extent to which one is willing to protect others by one's own vaccination.

# Quorum – Subscribe to updates!

<https://quorum.hqontario.ca/en/Home/Community/Groups/Activity/groupid/166>

- Did you know you can **subscribe** to receive email notifications when there is new activity in our group?
- Currently the default setting is set to hourly emails.

Primary Care Vaccination QI Support

## Primary Care Vaccination QI Support CoP

The purpose of this Community of Practice (CoP) is to share learnings, tools and strategies from the pilot vaccine clinic sites and their primary care partners. We will continue to work together to identify solutions to problems and use quality improvement (QI) methods to rapidly plan and deliver the rollout of the AstraZeneca and/or other vaccines in the primary care setting.

Members will gain access to weekly webinars, tools/resources, and optional coaching support. To access meeting recordings please use <https://bit.ly/3oWYzUg> (copy and paste into your browser).

The CoP is being offered in partnership with the Primary Care COVID-19 Vaccine Action Council (PC-VAC) and co-facilitated by Ontario Health.

147 MEMBERS | Tue Mar 09 2021 ESTABLISHED

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Group Administrators: Janine Theben

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