

# BRIGHT LIGHTS AWARDS

**Nomination: Sustainable solutions to primary care problems**

**Centre For Family Medicine FHT**

**Using bots or "virtual assistants" to support primary care with COVID-19 vaccine documentation**



Clinician burnout is an issue that many primary care clinicians face, and a major contributing factor to this burnout is the amount of mundane clerical work they are expected to take on. Although digital health tools are an asset for clinicians, some administrative work is required to properly maintain them, and this only further adds to the clinician's already demanding workload. Our eCE Automates team at the eHealth Centre of Excellence created a new bot process that helps primary care efficiently document their patients' COVID-19 vaccinations within their EMRs, replacing a tedious and laborious manual workflow task.