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Alberta Netcare EHR Newsletter www.albertanetcare.ca Vol. 3, No. 2, April 2007



Tomorrow's technology for patient care today

A nurse shares her experience...

For nurse Ginette Lavigne, Alberta Netcare is an indispensable tool in her daily practice. Lavigne uses her office computer system to check key medical information for her patients. Before she had access to Alberta Netcare technology online, she spent a lot of time burning up phone and fax lines getting patient medical information from various pharmacies and labs, which then, was manually entered into each patient's medical record.

Today, when patients come for refills, Lavigne says she uses Netcare's drug information tool to find out "what is dispensed by the pharmacy, not necessarily prescriptions from our clinic, but also from other doctors." Armed with this information, doctors are able to better manage drug interactions and tailor medications to a patient's health needs.

Working with 24 resident physicians, and nine senior family physicians, Lavigne and three nurse co-workers form part of an important support care team that assist the doctors and residents to provide effective and informed patient care.

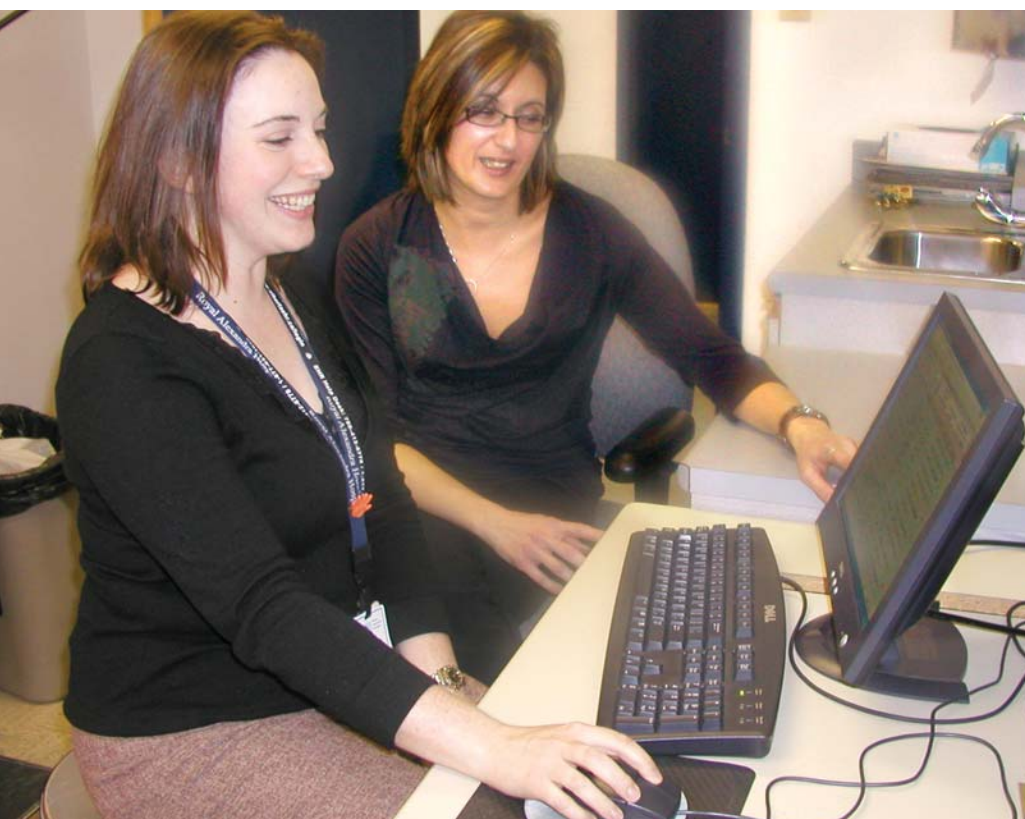
The Royal Alexandra Hospital Family Medicine Centre where Lavigne works is a collaboration between the University of Alberta and Capital Health. This centre teaches recently graduated physicians (residents) in the practice of Family Medicine.

All patient examination rooms are equipped with computers and play an integral role in the consultation process. "An important part of a resident's training includes rules around the use of technology, when consulting with patients," says Mirella Chiodo, project coordinator at the Family Medicine Centre. "Patients are very comfortable and feel secure

knowing that technology has proved to be a great partner in helping our doctors and nurses in the delivery of patient care," added Chiodo.

All nine physicians use Alberta Netcare for accessing prescription information, laboratory test results, and diagnostic imaging text results from across the province. Each resident has delegate rights, which allow them to access, prescribe, and use Netcare with physician authority.

Lavigne says Alberta Netcare has been a huge step forward, in particular, with patients over the age of 65 as Alberta Blue Cross uploads all prescription information for seniors to Alberta Netcare. But, she also adds, "it is not a complete record especially for a young patient who may be on many medications, as all pharmacists are not sending dispensing data to Alberta Netcare." Lavigne looks forward to a time when all pharmacists in the province will upload patient dispensing information to Alberta Netcare. "This will be a huge step forward in our ability to provide the best care for our patients."



MIRELLA CHIODA, PROJECT COORDINATOR OF THE ROYAL ALEXANDRA HOSPITAL FAMILY MEDICINE CENTRE (RIGHT) AND GINETTE LAVIGNE, NURSE AT THE ROYAL ALEXANDRA HOSPITAL FAMILY MEDICINE CENTRE

In the previous newsletter, the contact number provided for the Alberta Netcare Deployment Registration was incorrect. We regret this error and apologize for any inconvenience this may have caused.

The correct number for the Alberta Netcare EHR Deployment Registration Line is **1.866.756.2647**. The enrolment number to dial within Edmonton is **780.642.4082**, and email address is **health.ehrdeployment@gov.ab.ca**.



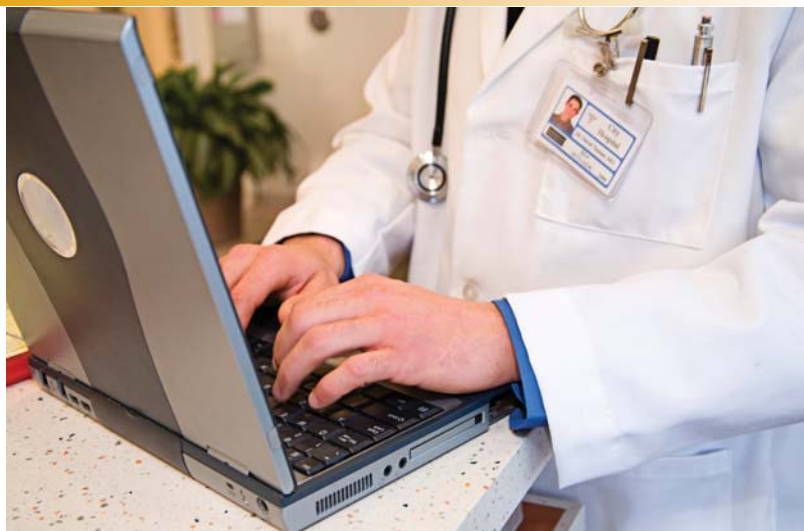
NEWS FROM POSP

Information for clinics considering changing vendors

Moving electronic medical, billing and scheduling records from one physician office system to another is a complex undertaking. To assist in this process, POSP developed the Transfer and Conversion of Patient Data (TCoPD) specifications and then tested physician office systems against these specifications. All of the vendors with products on the VCUR Product List, which is posted on the POSP website (www.posp.ab.ca) have conformed to these specifications.

The TCoPD specifications cover two distinct circumstances in which a physician might need to move data between physician office systems. The first is to transfer data on a patient who is changing physicians. The second is to convert data on a number of patients, along with billing and scheduling information, when a physician is changing vendors or moving to another clinic.

The physician office systems that conform to the TCoPD specifications appear on the VCUR Product List with a flag. The flag means that the application has successfully passed a rigorous test in a controlled environment, but has not yet been put to the test in a real world conversion of data from one physician office system to another. POSP will continue to monitor each vendor's conversions and remove this flag as vendors successfully convert patient data in a production



environment. It is worth noting that the conversion of patient data will be more straightforward if both of the vendors involved conform to the TCoPD specifications.

Physicians who are considering changing vendors should contact their POSP Change Management Advisor for support and advice throughout the process.

For more information:

- Visit www.posp.ab.ca
- Call **1.866.817.3875** (toll-free)
- Email posp@albertadoctors.org

REGIONAL NEWS

ALBERTA NETCARE INCLUDES INITIATIVES LED BY THE REGIONAL HEALTH AUTHORITIES. EACH ISSUE, WE WILL BRING YOU UPDATES FROM ACROSS THE PROVINCE.

New "e_record" system links Calgary hospitals and accelerates regional & provincial EHR vision

A new electronic health record, (e_record) system now links Calgary's three adult acute care hospitals, improving the quality, safety and efficiency of care. As key contributors to the development of a comprehensive electronic health record system, over 700 care providers can proudly claim responsibility for this major accomplishment that moves the Calgary Health Region one step closer to realizing its 2010 e_record vision.

Since Foothills Medical Centre was linked to the system in late January 2007, the three sites now collectively enter approximately 20,000 clinical decisions in patient e_records daily. Over 12,000 staff and 1,000 physicians have been trained to use the system and approximately 1.2 million existing patient charts have been converted to e_records.

"Implementation of the hospital e_record system in the three hospitals is exciting, not only because of the efficiency and safety improvements in acute care, but because it allows us to share our longer term regional e_record vision with those it will benefit the most – our patients," says Dr. Andy Pattullo, Calgary health region.

Continued development of the region's e_record will see the integration of patient data currently collected and stored in separate locations into a single, comprehensive patient e_record by 2010. This secure record will

be accessible by approved region health care providers at any point of care, improving the efficiency of care delivery and increasing the consistency of care plans across the region.

Patients themselves will have access to their e_record via a "My e_record" web portal, expected to be in place by 2010. The region will work with clients to shape the design of this portal; however plans to include features such as online consultations with health care providers, access to specific test results and personal care plans, self-scheduling of appointments and a library of health information are already on the planned areas in the portal

As the region's e_record system evolves, continued alignment with Alberta Netcare will enable support of the provincial EHR goals. The region's integrated e_record system will serve a population of more than one million Albertans living in the Calgary Health Region.

For more information about Calgary's e_record development visit the Calgary Health Region's website:

<http://www.calgaryhealthregion.ca/corporate/erecord/index.htm>



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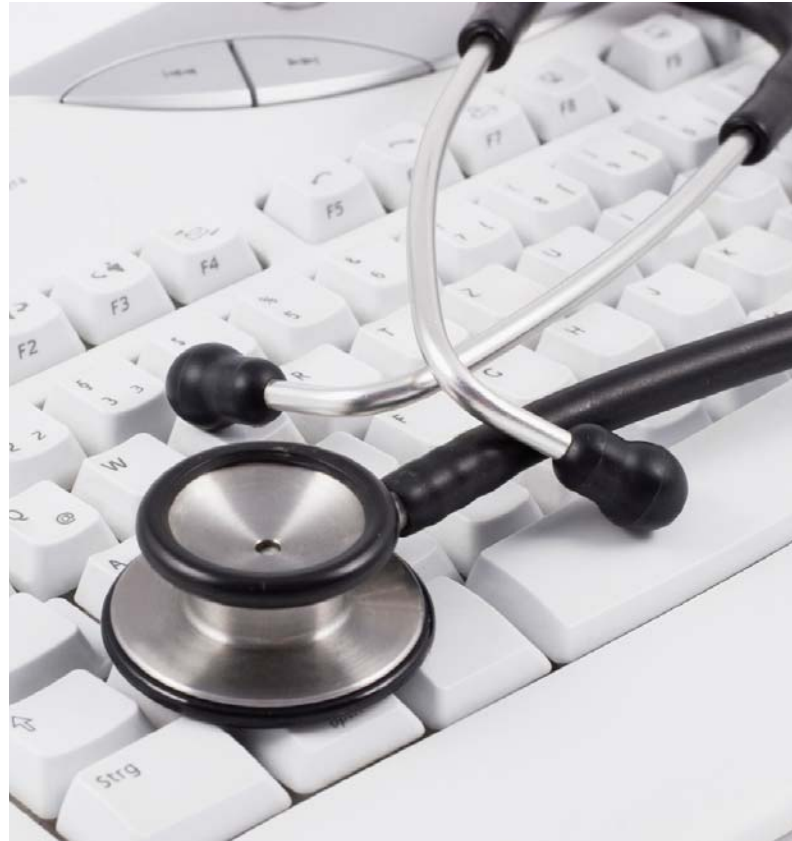
Current and accurate electronic health records can save lives, according to a January 5, 2007 editorial by Edith Kirby, the Edmonton Journal seniors columnist.

Kirby recounts how her husband was rushed to the Royal Alexandra Hospital last July. He was assessed and diagnosed for treatment by three separate teams of physicians, a process aided by information stored in his electronic health record.

"Remember old hospital days when each morning your doctor (the boss) visited; read your chart; gave nurses instructions for your care?" Kirby writes. "Well, he's gone. You're now in the care of a 'team.' My husband soon got well under care of these total strangers, and mostly because information on former illnesses and medication was on the hospital's computer."

In the article, Kirby interviewed Capital Health spokesperson Steve Buick on how the health region, the Alberta government and the Alberta Medical Association are all working together to build a comprehensive province-wide EHR system.

Kirby says, "get after your family doctor to get on the electronic record. Those not on the system will gradually become out of date." The article closes with a good piece of advice from Buick. "The electronic record may be the most important part of health care in this day and age."



Regional Shared Health Information Program (RSHIP) Update

Understanding Enterprise Medical Records (EMR)

Accessing patient data from within the seven health regions participating in the Regional Shared Health Information Program (RSHIP) has become even easier with the implementation of the RSHIP **Enterprise Medical Record (EMR)**.

Today, the RSHIP EMR provides doctors, nurses, and other health care providers with a single view of patient history online. It is updated in real time and contains key health information gathered from different health professionals the patient has dealt with over time. These include: laboratory test results, diagnostic imaging, transcribed reports, prescribed drugs for inpatient visits and other event history details.

So what is the difference between RSHIP's EMR and the EMR (Electronic Medical Record) in a Doctor's office?

- **RSHIP's EMR** is a single view of a patient's electronic medical chart available to authorized clinicians from within RSHIP region facilities. Doctors access and add information to the RSHIP EMR as part of caring for their patients. Each resident living in the RSHIP health regions has an **enterprise medical record** available to authorized health care professionals online and at the point of care.
- **EMR in a doctor's office** is an **electronic medical record** created by the individual doctor through an office computer system. Information created in these files can be shared with the other systems, but it is primarily the physicians' own record.

Modern technology-backed systems have proven critical to patient safety by providing timely access to patient information as health care providers spend less time managing information and more time on patient care. The initial phase of RSHIP implementation has helped to connect and ensure patient records follow patients to where they receive care. If a patient from Fort McMurray needs health care in Lethbridge, his or her medical record is now available electronically to health care providers in Lethbridge.

The seven RSHIP partner regions generate two million RSHIP enterprise medical records and deliver patient care to more than 1.2 million Albertans living in the Chinook, Palliser, East Central, David Thompson, Aspen, Peace Country and Northern Lights health regions.



Contact us

To contact us for more information call 1-866-756-2647, or visit the Alberta Netcare website at www.albertanetcare.ca



Alberta
Netcare
ELECTRONIC HEALTH RECORD



Better Patient Information.
Better Care Decisions.

Alberta