



IN THIS ISSUE:

Horizon Family Medicine — Adopting New Technologies
Alberta Netcare Updates
Event History



Welcome

Alberta Netcare has received numerous requests from users, for short, frequent updates about the Electronic Health Record. We have responded by changing the length and distribution of our newsletter. It will be mailed to each registered location, and available online at www.albertanetcare.ca. In each issue, we will highlight new information, functionality changes, and upcoming projects that will bring exciting changes to Alberta Netcare. Please share this information with all of the Alberta Netcare users at your location.

HORIZON FAMILY MEDICINE — ADOPTING NEW TECHNOLOGIES

Interview with Dr. Marci Wilson and Mr. Martin Penninga

Adopting new health care technologies can be both exciting and challenging, as the staff at Horizon Family Medicine has learned this past year. When their first clinic location in Red Deer opened in April 2011, they knew adopting an integrated health information system would definitely enhance patient care. The clinical group also knew that with a second clinic location opening in Sylvan Lake in September 2011, it was going to be a challenge to create a new data foundation to manage the clinic's new patient cohort.

Under the leadership of lead physician Dr. Marci Wilson, and Business Manager Martin Penninga, Horizon Family Medicine chose Med Access as their electronic medical record (EMR) service provider and enrolled in Alberta Netcare. Now almost 18 months after the first clinic opening, all 12 physicians and 11 staff members use their Electronic Medical Record (EMR) and Alberta Netcare daily.

The Alberta Netcare Electronic Health Record allows clinicians to access health records created at other locations across the province. At Horizon Family Medicine, this is particularly valuable when patient health information is required from other health provider visits (ie. Specialists) or potentially patients have prescriptions from multiple pharmacies in the area. Dr. Marci Wilson adds, "I use Alberta Netcare most often to clarify a medication renewal requested by a patient. They may be unclear on the details of their prescription, and it saves a lot of time by avoiding a fax back from the pharmacist".

Med Access is one of the vendors that offer a direct link into Alberta Netcare from the EMR, so it is integrated and convenient for users to view provincial records. At the click of a button, physicians are able to quickly access relevant health information which assists in diagnosis and treatment of the patient. Alberta Netcare has the ability to help complete a patient's health history, which is often information that isn't available in the EMR.

As a brand new clinic with a large new patient base, it was important for Horizon's staff to import and manage relevant and up to date patient data. "With a new EMR and a fresh database, it can be daunting to have an incomplete patient medical history and demographic information. With access to Alberta Netcare, our group has the ability to view pieces of the patients' health history that was not currently in our system. Reports can potentially be

printed and scanned back into the EMR, but in most cases, our physicians view the information directly in Alberta Netcare and can follow up with the patient from there" said Mr. Penninga.

Dr. Wilson states, "Alberta Netcare provides information from recent blood work and diagnostic imaging ordered by other providers in the community or hospitals. It saves time and resources when I am able to access the information and take the patient's care forward without backtracking. They way I am able to practice now is really refreshing, compared to when I started ten years ago."

Although Horizon Family Medicine is now considered an eHealth champion, the journey had its share of challenges. Some of the staff and physicians had previous experience with health technology, while others had very little. "Those that have been practicing for years without an electronic medical record may start off slowly. However, after initially using it and seeing the return on investment of relevant data collection, our group developed a stronger level of comfort and usage increased" said Mr. Penninga.

When asked what advice they have for other clinics that have just adopted Alberta Netcare, Mr. Penninga says: "Look for the members of your team that are the most experienced, enthusiastic, or comfortable with an electronic health record. Encourage these core members to mentor the others. Be patient, set goals and stick with it — once you use an EMR or Alberta Netcare for a while, it just becomes integrated into your regular workflow."

As a result of Dr. Wilson's and Martin Penninga's experience, they both have become peer leaders with the Physician Office System Program, and provide guidance and coaching to other clinics that are adopting the same EMR.

To request additional training or support, please contact the Alberta Netcare Deployment team at 1-866-756-2647 or ehrdeployment@gov.ab.ca.



*Dr. Marci Wilson and
Martin Penninga of
Horizon Family Medicine*



ALBERTA NETCARE UPDATES: NOVEMBER / DECEMBER 2012

Alberta Netcare Portal

In November ANP will be updated to Results 5.4. This will bring about a few changes to the way screens look and will incorporate some new functionality on the Flow sheets and Cumulative reports.

Look and Feel:

- The orange indicator text will be changed to red. This is easier to view on screen and will print better on a non-colour printer.
- Report headers have been reformatted to make better use of the white space and align the screen view with the printed reports. **NOTE: The content is remaining the same.** This affects the textual reports, Rural Microbiology reports, and the Numeric Lab Results.
- The Patient Event History has a new label: Presenting Complaint/Most Responsible ICD-10-CA Diagnosis.
- Event History has added the Calgary MediPatient data source.

Functionality:

- Additional data sources have been added for Calgary, Edmonton and Rural.
- A user can now refine a patient search by adding their phone number.
- When viewing charted lab results, if there is no data in a column, the chart will not display the column.
- Graphing now allows zooming.
- This release will temporarily remove the ability to print a graph. This functionality will be resumed in a future system update.
- New users will have a default time-out of 30 minutes.
- A new field has been added under My Details to allow the addition of an email address to be used in the future for system communications.

Please Note: the Alberta Netcare Portal portion of the release was delayed; the changes outlined above will be implemented in December instead of November.

Pharmaceutical Information Network (PIN)

The November release will also include changes to PIN to make all components of PIN GUI, EMR S2S messaging and Pharmacy S2S messaging consistent.

Summary of Changes:

- The removal of the ability to reclassify intolerances. Allergies can now only be added, updated or refuted.
- On the drug allergy splash page, the allergy information will clearly display whether the allergy is at the ingredient or the group level.
- The Patient Notes functionality is expanding to allow healthcare providers to create, remove and query Patient Notes via PIN GUI and EMR S2S messaging. Users with prescribe or dispense permissions can create and remove Patient Notes.
- The Dispense Notes will be viewable, by date, under the Dispense History information.
- Professional services can be created, removed and searched. This allows documentation of things like patient consultations.
- On the Multiple Rx Options screen, the drug name will now be hyperlinked to open the Rx Details for that prescription in the right panel. It will also allow the user to view the Dispense History, Status History and Rx Notes information.
- If the prescriber has a supervisor, their name will be recorded and visible throughout PIN under the RX Details.
- PIN will no longer allow the ability to delegate permissions to another user.
- Rxs will be able to be retracted or put on hold by the prescriber, who made the prescription, from any facility.

EVENT HISTORY

The Event History provides clinicians with an “at a glance” view into patients’ interactions with acute care centers. A number of relevant details are available for each visit, including:

- Whether the patient was admitted as an inpatient, outpatient or emergency patient;
- Where the visit took place;
- The program/specialty the patient was admitted to;
- The providers responsible for their care;

- Admission and discharge dates, along with the discharge ‘type’ (i.e. Discharged With Approval, etc.); and
- The reason for the visit and, where available, the discharge diagnosis (this information is currently only available for AHS-Edmonton sites).

Event History data was previously available from the Edmonton zone and North/Central/South Rural Meditech acute care EMRs. The presentation of Event History information from all locations has been improved with this release, which will make the display easier to read.

More information can be found on the Alberta Netcare Learning Centre

<https://portal.albertanetcare.ca/abNetcareLogin.htm>