



Case Study: How Technology Strengthens Family Physicians' Clinical Practice

Summary:

Earlier this year, Canada Health Infoway announced that the family practice office of Drs. Lamb, Mielke and Teal, located in Hamilton and serving 5,000 patients, won a National LEADing Practice Initiative Award. This initiative identified examples of how technology is being used to strengthen clinical practice and the quality of care delivered.

Back in 2000, Drs. Lamb, Mielke and Teal implemented an Electronic Medical Record (EMR), and were also early adopters of ClinicalConnect's EMR Download tool that connects community-based practices with patient data from hospitals in the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN). Using EMR Download, their office has been seamlessly downloading regional results into their EMR for years, creating a 360 degree view of the patients they serve. Drs. Lamb, Mielke and Teal and their staff have a lot to be proud of – their work to make their office as paperless and connected through digital health initiatives as possible is impressive, and they were by far the smallest organization to win an award. [Click here](#) to view more information on the award recipients and their initiatives.

About ClinicalConnect's EMR Download:

ClinicalConnect is a secure online web portal that provides physicians and clinicians with real-time access to their patients' electronic medical information from regional hospitals, Community Care Access Centres (CCACs) and Oncology Centres. Community-based physicians can log into the portal to see results from these sources, but also have the option to use ClinicalConnect's EMR Download, in conjunction with certain EMR Vendors. The EMR Download tool allows physicians to electronically download patient information from ClinicalConnect, such as Blood Bank, Lab, Microbiology, Pathology, Radiology Reports and Transcriptions, from hospitals in the Hamilton Niagara Haldimand Brant (HNHB) Local Health Information Network (LHIN) right into their office's EMRs. ClinicalConnect's EMR Download takes information already available in ClinicalConnect and uses Health Level Seven (HL7) messaging standard for the secure delivery of clinical information into the physician's office EMR. The physician must work with their specific office EMR vendor to establish the upload procedure.

Benefits of using EMR Download:

- Provides a more comprehensive integration of patient information.
- Reduces turnaround time of receiving hard copy patient information from hospital encounters.
- Reduces the need for duplicate tests since physicians can download reports related to their patients' hospital visits and care.
- Keeps all care partners in the loop as patients transition from hospital back to community.
- Reduces the amount of manual work required to integrate hard copy records into physicians' EMRs.

Vendors currently offering ClinicalConnect's EMR Download functionality:

[Nightingale](#), [OSCAR \(multiple vendors\)](#), [QHR Technologies](#) (Accuro) and [Practice Solutions](#) (Telus).

Information available to physicians via EMR Download (as of October 27, 2014):

LHIN	Source Hospital Systems	EMR Download - Modules Available by Facility	EMR Download		N/A		Pending	
			Blood Bank	Lab	Microbiology	Pathology	Radiology Reports	Transcription
LHIN 4	Hamilton Area Hospitals	Chedoke Hospital						
		Hamilton General Hospital						
		Juravinski Hospital						
		McMaster (Children's Hospital & MUMC)						
		St. Peter's Hospital						
		Haldimand War Memorial			N/A	N/A	N/A	N/A
		West Haldimand General				N/A		
		West Lincoln Memorial Hospital						
		St. Joseph's Healthcare Hamilton						
	Niagara Health System	Douglas Memorial Hospital Site						
		Greater Niagara General Site						
		Niagara-on-the Lake Hospital						
		Ontario Street Site						
		Port Colborne General Site						
		St. Catharines General Site						
		Welland Hospital Site						
		Hotel Dieu Shaver Rehab Centre						
	Norfolk General Hospital							
	Joseph Brant Hospital							
	Brant Community Healthcare System	Brantford General Hospital						
The Willett Hospital								
HNHB Regional Cancer Program (Oncology Reports)			N/A	N/A	N/A	N/A	N/A	

This document identifies data that can be downloaded from ClinicalConnect, the web-based portal, into physicians' EMRs. The Transcriptions download does not include C-HOBIC reports. For a complete list of data available in ClinicalConnect, please see the Integration Status Chart on info.clinicalconnect.ca.

What staff at this family practice have to say about ClinicalConnect:

"My patients' results are literally at my finger tips!" Dr. Sheilah Lamb, Family Physician

"It provides an accurate, portable, secure transfer of my patient's information and helps me provide better care in the community. It's all about being kept in the loop!" Dr. Barb Teal, Family Physician

"It's a life line... it provides direct connection to patient information that we need." Donna, Office Staff

"Love it. I don't have to call the hospitals and then wait for the reports to be faxed to me." Joanna, Office Staff

"ClinicalConnect helps us provide great patient care by having access to reports/consults/tests. It helps me perform my job more quickly and efficiently." Nicole, Office Staff who looks after most of the scanning

"ClinicalConnect has reduced the amount of time spent scanning by approximately 50%. Reports are quickly categorized and posted when reviewed by our physicians." Carol, Practice Manager

ClinicalConnect is the Regional Clinical Viewer for the connecting South West Ontario (cSWO) Program, funded by eHealth Ontario. Hamilton Health Sciences is the regional service delivery partner deploying ClinicalConnect across the four South West LHINs. The cSWO Program is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians. ClinicalConnect will also be supporting the provincial HRM solution in the future. We encourage everyone to visit our new forum where you can ask questions about the portal <http://info.clinicalconnect.ca/forum>.

For further information, please contact:

Michael Durkacz, Transformational Analyst, Primary Care Lead, HNNB eHealth Office
 905-975-1745 or durkacz@hpsc.ca

