

# LEADing Practices: Digital Health for Creating Connections & Enabling Person Centred-Care



**L**earning from others; **E**xemplifying benefits; **A**ccelerating adoption; **D**elivering results!

# Outline

- *Knowing is Better* Clinician Education Campaign
  - The National LEADing Practice Initiative
- Spotlight on 2015 LEADing Practices
  - *Ontario Shores for Mental Health Sciences*
  - *Nova Scotia Health Authority Central Zone*
  - *Alberta Health Services*
- Q&A with panelists



# Clinician Education Campaign

In 2012, the original strategy was to **create awareness and understanding** of the benefits electronic health records and the progress underway in Canada.

## The Plan

- Knowing the Plan Video
- Knowing the Benefits Video

## Progress

- Clinician Testimonials
- Clinical Benefit Videos

## Spreading the Word

- Clinical Champion Network
- Other CEC Resources

# Clinician Education Campaign

CEC has established a foundation of awareness and understanding amongst clinicians and healthcare leaders.



Since launch of CEC (Sept. 2012):

- **91** individual Clinical Champions
- **38** Committed Partner organizations
- **13,029** You tube views
- **3,394** Resource downloads
- **32,920** CEC Webpage Views
- Estimated reach = **over 498,000**



# National LEADing Practices Initiative



In 2013, National LEADing Practices Initiative launched in partnership with Accreditation Canada and with the support of CMA, CNA, CPhA & HealthCareCAN

## Call for Participation

- Health care teams invited to submit LEADing examples of how technology is being used to strengthen clinical practice and improve the patient experience.

## Selection Committee Evaluation

- Accreditation Canada
- Canadian Nurses Association
- Canadian Medical Association
- Canadian Pharmacist Association
- HealthcareCAN
- Representatives from Infoway Reference Group & Clinical Council

## Recognition & Promotion

## Knowledge Translation

- 7 organizations recognized in 2014
- 6 organizations recognized in 2015
- Representing all sectors including primary care, community care, acute care, ambulatory care and public health

**L**earning from others; **E**xemplifying benefits; **A**ccelerating adoption; **D**elivering results!

# 2015 LEADIng Practices

Individual

[Dr. Elizabeth Sawyers](#)

Organizational



Health Sciences North  
Horizon Santé-Nord



*The Centre for Family Medicine*

Family Health Team



Ontario Shores  
Centre for Mental Health Sciences

Regional



Provincial



Alberta Health  
Services



Learning from others; Exemplifying benefits; Accelerating adoption; Delivering results!

# Advancing Patient Recovery through an Integrated Electronic Medical Record

Sanaz Riahi RN, MSN, PhD student  
Director, Professional Practice & Clinical  
Information  
Ontario Shores Centre for Mental Health  
Sciences

# About Ontario Shores

- A teaching hospital
- Specializing in comprehensive mental health care and addiction services for those with complex and serious mental illness
- 326 inpatient beds, extensive outpatient programs
- Programs for adolescents to seniors providing assessment, stabilization, treatment and transition



# Health Information System

- HIMSS EMRAM Stage 7 hospital
  - Paperless
  - Use of clinical decision supports and analytics
  - Increase in access
  - Gained efficiencies
  - CPOE > 90%; eMAR/BMV > 95%; Case studies demonstrating use of HIS for quality improvement
- Meditech 6.0
- Fully integrated system in inpatients and outpatients
- Patient Portal implemented in December 2015

# Benefits

- Enabled opportunities for enhanced connections amongst the interprofessional teams, patients, families and other providers
- Medication and patient scanning rates consistently maintained at 95% or higher
- Computerized Physician Order Entry rates – 94%
- Medication reconciliation on admission has been maintained at 95%

# Key Recommendations

- Consistent open communication with all clinicians
- New workflow and processes must be considered during implementation
  - Cannot try to fit old workflows with implementation of technology
- Develop ongoing adoption strategies to support the use of EMR for quality of care and patient safety

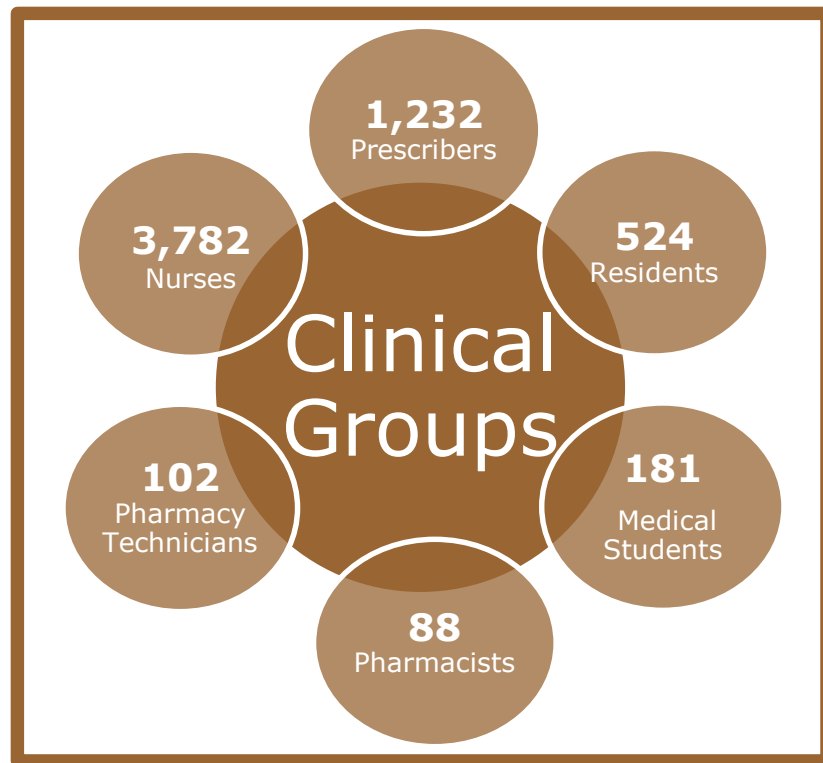
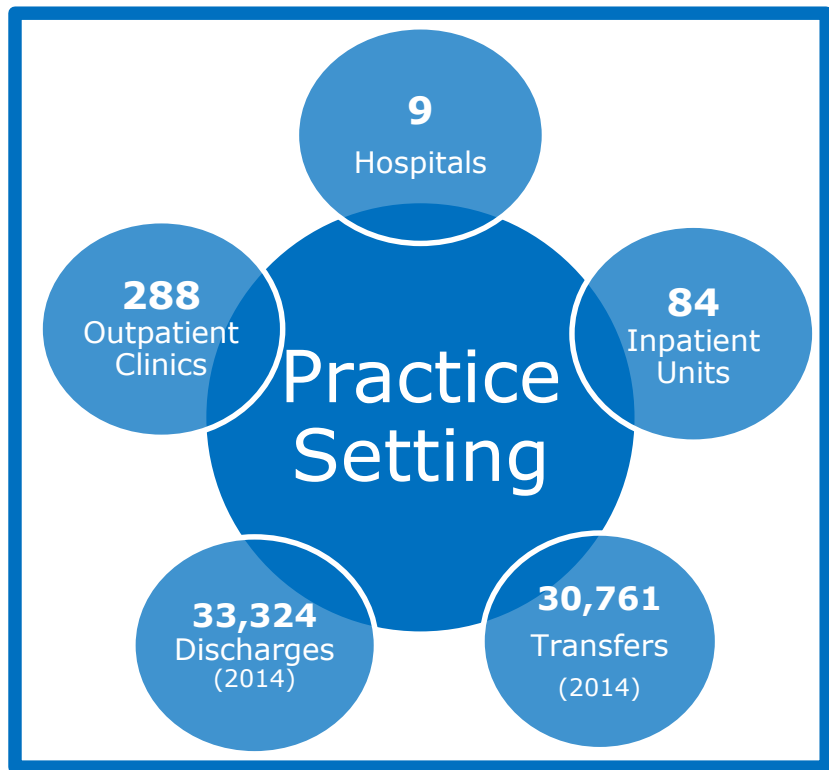


# **eMedication Reconciliation**

*A Canada Health Infoway LEADing Practice*

*Presented by: Mary Eileen MacPhail, BScN, RN*  
*Date: June 3, 2015*

## NSHA Central Zone eMedication Reconciliation



# Technology Link to Clinical Practice

- \* Web-Based Transfer & Discharge Medication Reconciliation applications accessible via Clinical Portal
- \* Interfaces with ADT, Pharmacy, Perioperative, eDischarge Summary & Scanning/Archiving systems

Welcome

Log In

Username:

Password:

Log In

Notices

Welcome to the NSHA-Central Zone Clinical Portal 13.2.x Live Environment

Portal Tips

**TMR/DMR USERS:**  
Please use the **Station Census** located under the Patient Search tab to locate and select your Inpatient by Nursing Unit

**CDHA Portal Upgrade Users Documentation.**  
Should HPI not open, check your task bar below for the "Medical Record Viewer" and right click and maximize.  
Error: mcknightback - Unknown Publisher - call the Helpdesk @ 473-3399



My Patient Census

Facility: Capital Health

Patient Type: In & Out Pt

Status: Active

Census Type: My Patients

Patients (12)

Pat. Name	Admission Date	Sex	Age	Location	Relationship	Admitting Diagnosis	MRN
DUNN, DAISY MARIE	12/10/14 08:48	F	34 Y	3B-032-01	Attending Physician	OMF	0002322077
OWS, JAZMIN ONE	12/10/14 08:50	F	69 Y	3B-034-01	Attending Physician	OMF	0002401242
LARROCK, GOLDEN	12/10/14 08:51	M	57 Y	3B-036-01	Attending Physician	OMF	0002600089
SWAN, UTSEVENTEIN STEPHEN	12/04/07 12:05	M	47 Y	3B-042-02	Attending Physician	MANDIBLE REPAIR	0002321139
SEPTEMBER, ALICIA BETH	12/10/14 11:11	F	23 Y	3B-044-01	Attending Physician	OMF	0002600996

Transfer Med Rec

My Patient: SALLY, SALLY (0002600003) / 41-4130-03

Encounter: (04/29/15), RICHARDSON, C G (a)

Home Medications (for reference only)

Medication	Dose	Frequency	Status	Quantity	Units	Refills
ASA TAB	80 MG PO	DAILY	Unchanged			Remove
ATENOLOL	10 MG PO	DAILY	Unchanged			Remove
RAMPRIL	5 MG PO	DAILY	Unchanged			Remove

In Hospital Medications

Medication	Dose	Frequency	Status	Quantity	Units	Refills
Amoxicillin	500 mg PO	DAILY	Unchanged			Remove
ASA TAB	80 mg po once/day		Unchanged			Remove
RAMPRIL	5 mg po once/day		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove



Opening View

Discharge Med Rec

My Patient: SALLY, SALLY (0002600003) / 41-4130-03

Encounter: (04/29/15), RICHARDSON, C G (a)

Home Medications

Medication	Dose	Frequency	Status	Quantity	Units	Refills
ASA TAB	80 MG PO	DAILY	Unchanged			Remove
ATENOLOL	10 MG PO	DAILY	Unchanged			Remove
RAMPRIL	5 MG PO	DAILY	Unchanged			Remove

In Hospital Medications

Medication	Dose	Frequency	Status	Quantity	Units	Refills
Amoxicillin	500 mg PO	DAILY	Unchanged			Remove
ASA TAB	80 mg po once/day		Unchanged			Remove
RAMPRIL	5 mg po once/day		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove
HYDRODIURONE	25 mg po qd		Unchanged			Remove



Screen 2 (Partial)

[illegible]

### Pre-Printed Orders (PPOs)

Search For Pre-Printed Orders

Total # of completed Pre-Printed Orders (PPOs) to be included as part of Transfer Orders ( # Selected should include ALL PPOs, not only those listed here).

### Pre-Printed Order Search Results

Add To Med Rec	Document Number	Pre-Printed Order Form	
<a href="#">Add To Med Rec</a>	PP02020MR	Intravenous Insulin Infusion - Intensive Care (2013)	<a href="#">Open Document</a>
<a href="#">Add To Med Rec</a>	PP04046MR	Intravenous Insulin Infusion - Multi-organ Transplant	<a href="#">Open Document</a>
<a href="#">Add To Med Rec</a>	PP00104MR	Subcutaneous Insulin Orders	<a href="#">Open Document</a>

### Patient Transfer Orders

Visit Number	Patient Name	Signing Authority	Finalize/Signed Date
<b>AMEND: 45000515</b>	SALLY FIREFIGHTER	Joe Prescriber	5/20/2015 1:23:12 PM <a href="#">View Signed Transfer Order</a>

**Patient Discharge Prescription(s)**

Visit Number	Patient Name	Signing Authority	Finalize/Signed Date
40020611	PHYLLIS DMR	Jane Prescriber	Print Draft if Required

Additional Notes / Non-medication Orders


See separate PPC

Notes (Not included on Med Rec output)

Please review new INR result prior to finalization

Medication Reconciliation and Internal Transfer Orders Form				NR# 2600083 HCPR#: 0040008427 AP: RICHMONDS 0.041N	
Patient: <b>FIREFIGHTER, SALLY</b>		Transfer from: <b>H 4.1</b>		Transfer to: _____	
Allergies: Percutis, Bisphosphonates					

<b>TRANSFERRING SERVICE</b>			<b>RECEIVING SERVICE</b>		
Institute Recipients and Immediate Form must be completed prior to patient transfer  <i>Transferring Physician has created the following List of Transfer Medications to be continued based on orders in the Pharmacy Information system: <b>Admission BPMH</b> and current <b>MAR</b> from transferring unit.</i>			<b>Receiving Nurse</b> Reconcile/Verify/Resolve Discrepancy (List MAR from transferring care area)		
<b>Medications to be continued on the receiving team</b>		<b>Medication Status</b>	<b>Rationale / Reassess</b> (Do NOT write new orders or change orders here)	<input type="checkbox"/> <b>Complete details of discrepancies when required</b>	<input type="checkbox"/> <b>Confused and complete</b>
ASA EC Tab 81 mg po once/daily  Plavix <sup>®</sup> Cap 5 mg po once/daily  HYDROChlorothiazide HCl Tab 2 mg 2-mg po q8h pm  HYDROChlorothiazide HCl inj 2mg/mL (1 mL) 1-2mg subcut q8h pm  GIMNETHYDRINATE inj 50mg/mL-1mL 25-50 mg q8h pm  Acetaminophen Tab 325 mg po q4h GIMNETHYDRINATE Tab 25-50 mg po q4h pm		Continued on this form (do not remove)	Discrepancy	<input type="checkbox"/>	<input type="checkbox"/>
<b>DISCONTINUED Medications</b>  Amiloridine inj 50 mg/mL (3 mL) 150 mg po 1/1/1		<b>Rationale for DISCONTINUATION</b>  not needed			
<b>Pre-Printed Orders: Total of 8 completed as part of Transfer Orders - see chart.</b>					
Signed By: Joe Proctor		Signed Date: 5/20/2015 1:23 PM			
It confirms validity of BPMH in preparation of this list of orders. Orders are full representation of required medication and following actions:					
Prescriber name & CPD# is  Authorized Prescriber Signature		Date 5/20/2015 Time		Orders Reconciled by:  Date: _____ Time: _____  Physician Review of Orders (perma or paper assessment) <input type="checkbox"/> I have reviewed the orders written <input type="checkbox"/> See additional orders on Physicians Order Sheet	
		Authorized Prescriber CPD# 00000000		Reconciler CPD# 00000000	
Medication Reconciliation Order				Page 1 of 2 Show	


### Transfer Orders

- For Receiving Unit



## Bonus for Clinicians...

### Ability to review Transfer/Discharge Orders & Active Medications Orders via Clinical Portal



**Capital Health**

**This is a prescription.**

**Take to your pharmacy.**

VER NUMBER: 4020215 DOB: 11/1/17 F  
 13 BUCKLEY STREET  
 HALLAND NS  
 NS20-9174  
 MNR#: 2600563 HC#: 0040058427 NS  
 AP: RICHARDCOOLLEN

---

Confirmed Facsimile Transmission to Intended Pharmacy: \_\_\_\_\_  
 Pharmacy fax #: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Allergies**  
 Penicillins(---)  
 Bisphosphonates(---)

Complete List of Discharge Medications	Medication Status	Rationale for drug addition / change	Prescription Quantity	Prescription Refills
AGA TAB 80 MG PO DAILY	Unchanged		Tablet(s)	-----
ATENOLOL 10 MG PO DAILY	Unchanged		30 Tablet(s)	3
RAMIPRIL 1 MG PO DAILY	Unchanged		Tablet(s)	-----
HYDROcortisone HCl TAB 2 mg 2-4mg po q6h pm	New	Pain management	16 Tablet(s)	-----
Acetaminophen Tab 325 mg po q6h pm	Unchanged			-----

**Discontinued Home Medications**


**Rationale for Discontinuation**

Other non-prescription drug and/or natural health products discontinued on admission. Patient may resume in consultation with community care provider(s) on discharge.

☒ **Blister pack recommended. Please consult with patient.**

**NOTE: Do not hand write additional prescriptions on this form. To make any additions a permanent part of the chart, please email additional and sign.**

Prescriber Certification for Faxed Prescriptions: This prescription represents the original of the prescription drug order. The pharmacy addressee noted above is the only intended recipient and there are no others. The original prescription has been invalidated by marking it in such a way that it cannot be reused.



Signed Date: 5/25/2015 11:11 AM

Signed By: Joe Prescriber

Medication Reconciliation Orders

\_\_\_\_\_

Page #: \_\_\_\_\_

Prescriber Signature: \_\_\_\_\_

CPSPS #: \_\_\_\_\_

Pre-  
scription

- For Community Pharmacy

Copy

- For Family Doctor/Patient

Copy

- For Chart/Archiving

## Benefits

**Patient Safety/Risk Management**

**Enhanced Standardization**

**Legibility & Accuracy**

**Accessibility of Patient Records**

## Evaluation/Outcomes

**Stakeholder feedback informed product enhancements /releases**

**Accreditation requirements led priorities and direction for development**

**Senior Leadership & Policy support (policy revised to indicate mandatory use)**

**Compliance reports to Physician Quality Committees**

# Future Vision

**Integrated suite for all care transition points** (*Admission, Transfer, Discharge, Ambulatory*)

**\*Decrease Hybrid features**



**Seamless continuity of care between hospitals & community**

**Expand use to provincial healthcare partners & systems**

**Patient Friendly Tools**

# eReferral

## Transforming *Alberta's Referral Experience*

eHealth 2015

**JodiGlassford**

Director of Closed Loop Referral Management  
*eReferral & Alberta Referral Pathways, Access*  
**Alberta Health Services**

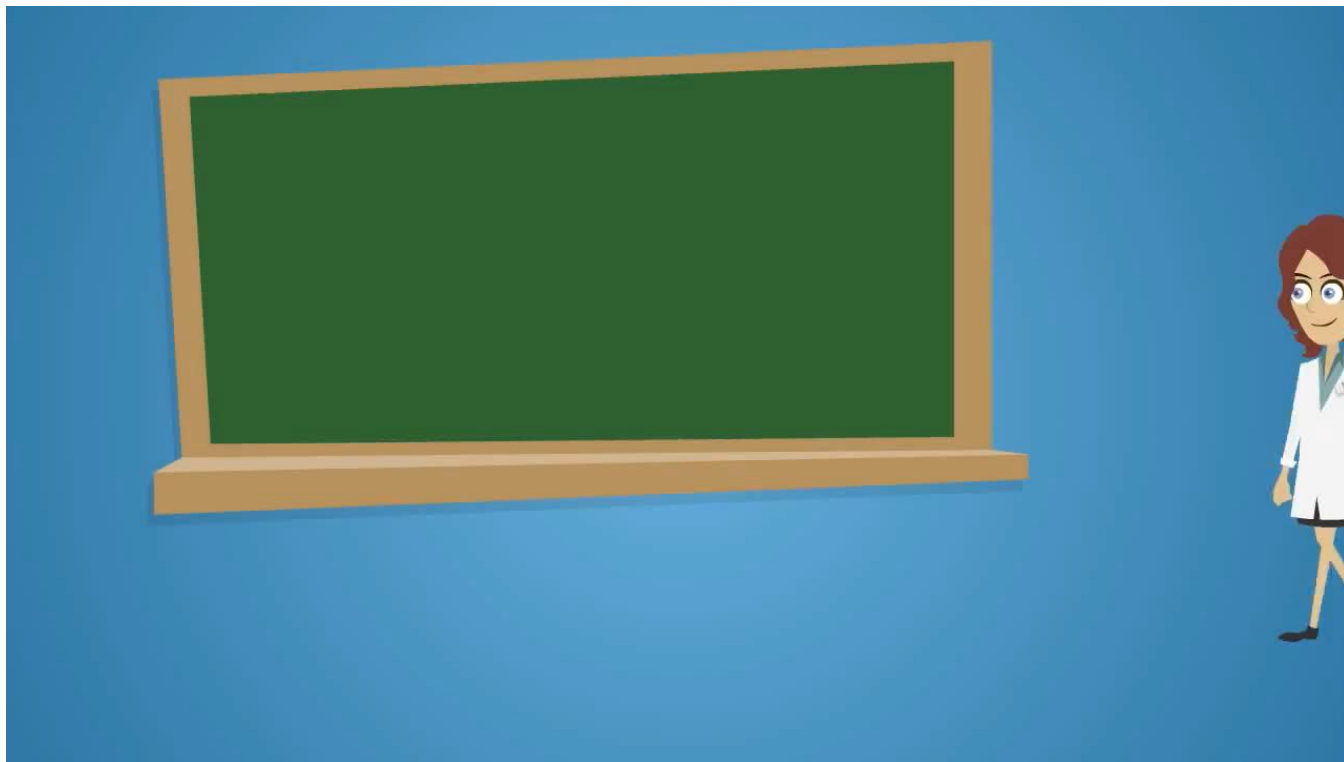
**eReferral 101** *Video Introduction*

**What is** *eReferral?*

**Key** *Insights*

**Possible** *Enhancements*

**Next Steps** *& Future Developments*



AUTOMATION

Referral tracking  
Service matching  
Process transparency  
Patient choice  
Wait time capture





**hip and knee**  
*joint replacement*

**breast cancer**  
**lung cancer**

ORION<sup>®</sup>

training26

Logout

Common

My Details

Worklists

Favourites

Searches

eReferral

Patient Lists

Clinical eTOOLS

Resources

Enhancement Request

Messaging

You last logged in 21-Oct-14 15:56

My Referrals

Referrals	Total
Recently Updated	0
Cancelled/Declined	0
Additional Information Requested	0
Drafts	2
Undelivered	0
In Progress	0
Completed	0

Triage Referrals

Referrals	Total
Drafts	2
Undelivered	0
Triage	24
Information Requested	3
Waitlisted	2
Deferred	0
Scheduled	0
Completed/Cancelled/Declined	3

Search for a Patient

Patient Search

Identifier

Identifier Type

Last Name

First Name

Middle Name/Initial

Date Of Birth

Sex

Phone Number

Search Tip : An identifier search is recommended. For name search, please enter the complete last name, complete first name and date of birth.

Recently Viewed Patients

Last 7 Days

	Identifier	Name	Sex	Age	
<input type="checkbox"/>	42534-6114	SIMPSON, George	M	84 years	-
<input type="checkbox"/>	10124-9034	BLACK, Edward	M	102 years	-

Remove None selected

Showing 2 of 2

Last 4 Weeks

	Identifier	Name	Sex	Age	
<input type="checkbox"/>	10006-8677	HEART, Jim	M	68 years	-

Search terms are easily identified and can be used to funnel results

Often used search terms can be saved for future use

## Health Services Catalogue

Select a favourite search ▼

Provider

Specialty

Reason for Referral

Facility

Sub Specialty

City

Zone ☐ North ☐ Edmonton ☐ Cental ☐ Calgary ☐ South

**Search** **Reset**  +

Reason for Referral	Sub Specialty	Specialty	Facility	City	Zone	Provider	Approximate Wait Time ▲	Accepting New Referrals	Referral Resume Date
Osteoarthritis of hip	Hip arthroscopy	Orthopaedic Surgery	Dr Finnigan's Clinic	Gotham	Central	Dr. Casey FINNIGAN	14 calendar days	N	April 2014
Osteoarthritis of hip	Hip arthroscopy	Orthopaedic Surgery	Ouchanachen Clinic	Narnia	South	Dr. Fitz YAHUPGOOT	17 calendar days	Y	

Items can be sorted by any heading

Search results are service matched by reason for referral

Wait times and referral acceptance information are available for every receiving provider

42534-6114 SIMPSON, George (M/83 years)

## Request for Service

### Select a Form

Reason for Referral \*

Hip pain



Browse

Refer For \*

Consult - Orthopaedic Surgery



Create

Save drafts

Track patient referrals throughout the system

Send requests for consultations and advice

## Drafts

Special Considerations	Creation Date	Referral Reason	Referring Provider	Created By	Request Type
	20-Jan-2014	Legg-Calve-Perthes disease	Dr. Allen E. AUSFORD	Twenty Training	Consult

Results 1-1

## In Progress

Special Considerations	Received Date	Referral Reason	Referring Provider	Appointment	Triage	Elapsed Time	Approximate Wait Time	Request Type	Service Provider	Status	Status Reason	Last Modified
Y	03-Jan-2014	Benign bone tumor	Dr. Giovanni E. COPPOLA		Alberta Hip and Knee Clinic	3 weeks 6 days	77 calendar days	Consult		Waitlisted		3 weeks 6 days
	23-Jan-2014	Knee pain	Dr. Dennis K. WONG		Edmonton Musculoskeletal Centre	6 days	35 calendar days	Consult		Waiting for Clerical Triage		6 days



### Triage Requirements

Has the Patient or Guardian been informed of the diagnosis or Reason for Referral? \*

Standard requirements for triage

Tissue Pathology / Cytology \* ☒ Attached

The following tests must have been completed within the last 28 days. Any tests that are older need to be reordered.

Chest X-ray or CT \* ☐ Attached ☒ Ordered

Date Ordered \* 12-Feb-2014

Location

Abdominal Imaging US or CT \* ☒ Attached ☐ Ordered

Bone Scan \* ☒ Attached

The following laboratory tests must have been completed:  
**Required laboratory tests:**  
CBC with differential  
Renal function: Creatinine  
Liver function: ALT/AST, AP, Total Bilirubin  
Electrolytes: Calcium

Laboratory tests \* ☒ All available ☐ No tests available

Questions to assist triage

### Attachments

Link Alberta Netcare Portal Laboratory Results

Link a document

The results displayed on this referral may not be the most recent version. Clicking on the above links will allow you to view the most recent results.

Link Alberta Netcare Portal Reports

Link a document

The reports displayed on this referral may not be the most recent version. Clicking on the above links will allow you to view the most recent reports.

Attach External Documents

### Comorbidities

- ☒ History of stroke ☐ Cardiovascular disease (e.g. prior MI) ☐ Respiratory disease  
☐ Peripheral vascular disease (PVD) ☐ GI disease ☐ Renal disease  
☐ Liver disease (e.g. Hepatitis B or C) ☒ Diabetes ☐ Rheumatologic disease (e.g. SLE, scleroderma etc.)  
☐ Active infections (e.g. MRSA, shingles, TB, VRE) ☐ Cognitive issues ☐ DVT ☐ VTE  
☐ Any other concurrent medical problem



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SEARCH

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Logout

Common

Favourites

Searches

Search for a Patient

Delivery Site Reg (DSR)

eReferral

eReferral Rep

Patient Lists

Clinical eTOOL

Resources

Enhancement Request

Messaging

Showing all documents

View By Category

Look For

Status All

Clear

Print

RAI, Aishwarya L  
DOB Unknown SEX Unknown  
PHN/ULI 100008114

**Osteoarthritis of hip Request for Service**

New information has been added to this referral and requires review. [View](#)

Last updated by Thirty Training 3 months ago

STATUS **REQUEST ADDITIONAL INFORMATION**

REASON Missing required clinical information

Notes (1) | Events (2) | Activity (12)

REFERRED FOR  
Consult - Orthopaedic Surgery  
SPECIAL CONSIDERATIONS? No  
PRIORITY Not Set  
FUTURE USE Not Set

REFERRING PROVIDER  
Dr. Robert J. Abernethy  
SUBMITTED BY Fourteen Training  
SUBMITTED 25-Sep-2014 14:55  
REFERRAL ID RFS-AAB-008288

RECIPIENT  
Dr Lategan's Clinic - Dr Jan LATEGAN  
SERVICE PROVIDER  
Dr Stephen D MILLER

**i** A referral should only be submitted to this service if your adult patient requires a surgical consultation for a total hip or knee replacement or has previously had a total hip or knee replacement and is experiencing issues.

**Exclusions**

Please refer patients to the nearest urgent care centre for the following conditions:

- Fracture
- Dislocation
- Tendon Rupture
- Infection

A referral will not be accepted for the conditions listed above.

Patient Information | Recipient | Triage Requirements | Surgical Evaluation Acuity Tool | Relevant Medical History | General Information | Referring Provider

**Patient Information**

You last logged in 20-May-15 15:45

Alberta Netcare  
ELECTRONIC HEALTH RECORD  
Portal

## Triage

Received Date  to

PHN/ULI

Referral Reason

Status ☐ Reassigned ☐ Waiting for Clerical Triage ☐ Clerical Triage in Progress ☐ Waiting for Clinical Triage  
☐ Clinical Triage in Progress ☐ Information Provided ☐ Waiting for Appointment

Request Type ☐ Consult ☐ Advice

Referrals for Review ☒ All ☐ Yes

**Search** **Reset**  Enter a new favourite search **+**

**Multiple filter options for referral display**

**Creates a common workspace for the triage team**

Patient Name	DOB/Age	PHN/ULI	Review	Received Date	Referral Reason	Referring Provider	Submitted By	Response Target	Access Target	Elapsed Time	Time to Target (days)	Request Type	Status	Status Reason	Last Modified	Last Modified By	Letter/Fax
SIMPSON, George	22-Jun-1930 (83 years)	425346114		03-Jan-2014	Non small cell lung cancer	Dr. Giovanni E. COPPOLA	Twenty One Training	2 business days	3 weeks	3 weeks 6 days	6	Consult	Waiting for Appointment		2 days ago	Twenty Six Training	<a href="#">Generate</a>
SIMPSON, George	22-Jun-1930 (83 years)	425346114		03-Jan-2014	Locally advanced breast cancer	Dr. Giovanni E. COPPOLA	Eleven Training	2 business days	3 weeks	3 weeks 6 days	6	Consult	Information Provided		2 weeks 2 days ago	Twenty Seven Training	<a href="#">Generate</a>
OUTPOST, John Robert	11-Apr-1948 (65 years)	200196114		13-Jan-2014	Mesothelioma	Dr. Giovanni E. COPPOLA	Twenty Seven Training	2 business days	3 weeks	3 weeks 6 days	6	Consult	Information Provided		2 weeks 2 days ago	Twenty Seven Training	<a href="#">Generate</a>
BLACK, Edward	16-Jan-1912 (102 years)	101249034		13-Jan-2014	Knee pain	Dr. Giovanni E. COPPOLA	Twenty Seven Training	7 calendar days	8 weeks	2 weeks 2 days	-40	Consult	Waiting for Appointment		1 week ago	Twenty Six Training	<a href="#">Generate</a>
BLACK, Edward	16-Jan-1912 (102 years)	101249034		13-Jan-2014	Non small cell lung cancer	Dr. Giovanni E. COPPOLA	Twenty Seven Training	2 business days	3 weeks	2 weeks 2 days	-5	Consult	Clerical Triage in Progress		2 weeks 2 days ago	Twenty Seven Training	<a href="#">Generate</a>

**Calculates elapsed time since submission and shows provincial access targets**

1 Advice requests & secure messaging

2 EMR generated referral attachments

3 Generic referral form, minimum standards

Enhancements

# Future Developments

Increase adoption through partnerships

Make improvements with evaluation

Secure support for scale & sustainment



## Questions?

Sanaz Riahi:

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Jodi Glassford:

[Jodi.Glassford@albertahealthservices.ca](mailto:Jodi.Glassford@albertahealthservices.ca)



Canada Inforoute  
Health Santé  
Infoway du Canada

Thank you