

# OSCARCON '23

OPTIMIZING YOUR OSCAR EMR EXPERIENCE

## MOA Workshop

**Dr. Balint Budai**

Medical Director, South Vancouver  
Medical Clinic

Medical Director, Richmond In-Store  
Medical Clinic



# Agenda

1. Messages & ticklers
2. Appointments phone & online
3. Documents scanning & naming
4. File cleanup
5. Billing MSP & private
6. Efficiency ideas
7. Questions

# Disclaimers

- Work and play on unceded traditional homelands of Musqueam, Squamish and Tsleil-Waututh
- Operate 2 medical clinics and hired & trained many MOAs



# Messaging

- Messaging directed to individual or self
- Can message from directly from patient chart or home page

Schedule Caseload Search Report Billing **Inbox<sup>1</sup>** \* **Msg** Consultations Preferences eDoc **Tickler<sup>1</sup>** Administration Dashboard

WELL EMR Group Search:

Wed, 2023-03-29 Calendar | All | Today | Month

08:00	
08:05	
08:10	
08:15	
08:20	

MRP DR. TRAINING TRAINING DUCK, DAFFY M 1999-06-15 23 years 778-245-2254 Next Appt: [OLIS Search](#)

**Preventions** +  
Td  
Flu  
COVID-19  
H1N1  
HIV  
HepB screen

**Tickler** +  
**Disease Registry** +  
ASTHMA\* ... 03-Feb-2020  
ALCOHOL ABUSE-CONTINUOUS ... 03-Feb-2020  
CHRONIC RENAL FAILURE ... 03-Feb-2020  
DIABETES W COMPLIC NOS\* ... 03-Feb-2020

**Forms** +  
BC-WCB ... 22-Jun-2022  
Growth 2-20y ... 07-Jan-2020

**eForms** +  
1) Laboratory Testing: ... 27-Jan-2023  
Immigration CAN: Immigration ... 28-May-2022  
Immigration NZ: Immigration ... 28-May-2022  
5.2) Letterhead: ... 01-Mar-2022  
1) Laboratory Testing: GBS screen, ... 05-Jan-2022  
ObGyn - Breast Imaging Diagnostic Outpatient: ... 14-Jul-2021

**Documents** +  
test ... 25-May-2022  
test ... 01-Jul-2019  
test ... 19-Nov-2018  
test ... 15-Apr-2018

**Lab Result** +  
**Messenger** +  
**Measurements** +  
CD4+ T-lymphocytes  
Health Tracker  
ASTHMA  
CKD FlowSheet  
GAD7 ... 6 12-Nov-2020  
Body Mass Index ... 48.1 03-Feb-2020

**Consultations** +  
\*OTHER SERVICE ... 21-Feb-2020  
Allergy and Immunology ... 03-Feb-2020  
\*OTHER SERVICE ... 19-Jun-2017

**HRM Documents** +  
**eAAPS** +  
**eConsult** +

**Social History**  
• IUD inserted 2018  
• Smoker 20 ppy, rare etoh  
Works as a welder  
Full code  
Substitute decision maker wife Irene phone 888-88888

**Ongoing Concerns**

Type your text here to send to patient

[16-Mar-2023 :: Tel-Progress Note]  
Email with message "undefined" sent to patient  
Editors: Online, Booking;  
Assigned Issues

[16-Mar-2023 :: Tel-Progress Note]  
Email with message "undefined" sent to patient  
Editors: Online, Booking;  
Assigned Issues

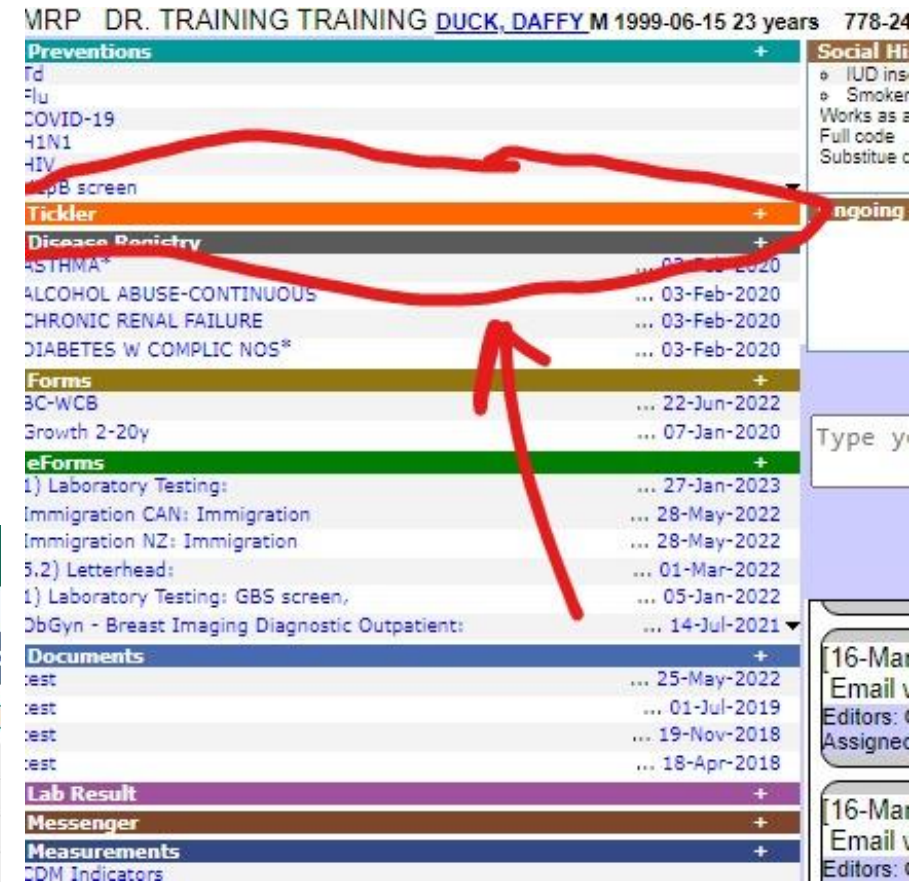
[18-Mar-2023 :: Tel-Progress Note]  
Email with message "undefined" sent to patient  
Editors: Online, Booking;  
Assigned Issues

[18-Mar-2023 :: Tel-Progress Note]  
Email with message "undefined" sent to patient  
Editors: Online, Booking;  
Assigned Issues

[18-Mar-2023 :: Tel-Progress Note]  
Email with message "undefined" sent to patient  
Editors: Online, Booking;  
Assigned Issues

# Ticklers

- Directed to a group (e.g. front desk)
- Always attached to a demographic
- Can delay send
- Choose from Show Quickpick



# Appointments

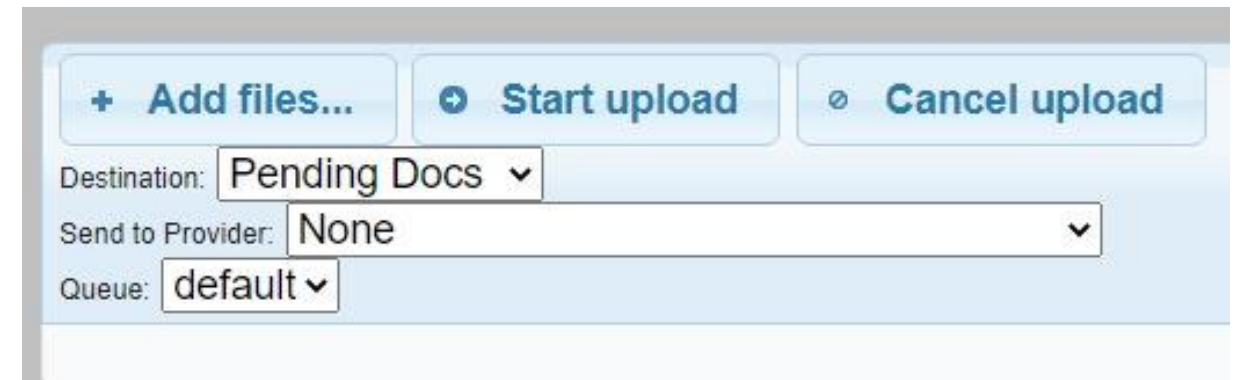
- Booking manually becoming obsolete
- Should book online
- Appointments should go directly into the schedule
- Many ways of doing this
- Different lengths of time
- Different Status / colours
- Follow patient flow using the appointment screen

# Documents

- Scanning uploading should be done often
- Assign to provider
- Assign to patient
- Name document
- Use naming guide



Discipline	Report Status	Ack #
GENERAL/CH...	Final	0 (1)
	Final	0
	Final	0
	Final	0



+ Add files...    ▶ Start upload    ⊘ Cancel upload

Destination: Pending Docs ▾

Send to Provider: None ▾

Queue: default ▾

## File cleanup

- Do not leave files on desktop or in Trash / Recycling
- Delete permanently
- Delete often as to not create duplicates
- Need to be meticulous



# MOAs sued by the B.C. Government?

- The province is suing the operators of a former North Vancouver medical clinic, alleging they failed to warn a patient of irregular Pap test results, which they say was a contributing factor in a patient's death at the age of 33 from cancer.
- The suit names the doctors and medical office assistants working in the clinic at the time.



HOME > LOCAL NEWS

## Medical clinic failed to warn woman of test results before fatal cancer diagnosis, suit alleges

The clinic had a duty to warn her of the test results and arrange for more care, the lawsuit from the province alleges.



[Brent Richter](#)

Aug 15, 2022 12:36 PM



# Billing MSP

- Learn to bill MSP
- 03333 No Charge Referral
- Select To
- Search for MSP Billing Number
- Submit bills to Teleplan every day and before cut-off day
- Manage Teleplan, Get Remittance every morning

# MSP Rejections

- Rejected and PWEs

## Edit Invoices

[Manage Provider List](#)  
2023-3-29

MSP WCB Private ICBC

Select provider:  Service Start Date:  Service End Date:    Demographic:  Facility Number:   
*(note: type 00000 to find all billings with no facility number attached)*

Rejected  Not Submitted  Submitted  Settled  Deleted  Held  DCC  PwE  Bad Debt  Refused  Cap   
 DNBill  Bill Patient  Private  Collection  All  Fixable Receivables  Paid Bills  BCP

[Create Report](#)

Select All

[Print](#)

INVOICE #	SEQ #	APP. DATE	TYPE	PATIENT	PRACT.	STAT	FEE CODE	QTY	AMT	PAID	OWED	DX CODE	MSGs
No bills													
				Count:	0			Total:	\$0.00	\$0.00	\$0.00		

[Reprocess And Resubmit](#)

[Settle](#)

## Biling private

- Different billing codes
- Make sure to set as paid
- Choose method of payment
- Use Billing Module for accounting purposes
- Do not create duplicate bills

# Efficiency ideas

- Get off the phone
- Patients should book, cancel and reschedule online
- Keep it simple and standard
- Have a manual that is updated regularly and readily accessible
- Google Docs

# Questions?



For inquiries, contact us.

**Email**

[info@oscarbc.ca](mailto:info@oscarbc.ca)

**Website:**

<https://oscarbc.ca/>

**Call us**

778-657-5998

OSCARCON '23 has been generously Sponsored by:



## Documentation pointers

- Document every interaction in Echart
- If get email can either print screen and upload or copy paste text
- Need documentation that email answered
- Archive and do not delete emails
- Best is service that automatically sends emails from the Oscar Echart



## Billing pointers

- Check eligibility although this should be done automatically
- Patients who are not MSP eligible should have documentation
- We write -PRV- after last name
- Prepay before private visit, driver medicals, and forms
- Provider to give sick notes / forms to staff and not patient
- Transparent private billing

# ICBC and WorkSafeBC pointers

- Billing is different
- ICBC CL489s – report is the invoice but create a private bill
- WorkSafeBC billing is tricky
- WorkSafeBC must be correct on first try
- If WorkSafeBC billing late get penalty
- Ensure bill 19953 and 19904 for WorkSafeBC records requests