

OSCARCON 2024

Reimagining OSCAR EMR in a Shifting Landscape

June 1 2024

SFU Burnaby, BC

Workshop for MOAs: Tips, Tricks, Ticklers and More

Dr. Balint Budai
Medical Director, South Vancouver and
Richmond In-Store medical clinics



www.oscarbc.ca



info@oscarbc.ca



[@OSCARBCemr](https://twitter.com/OSCARBCemr)



[/OSCARBCcommunity](https://www.facebook.com/OSCARBCcommunity)



[@oscarbc-connectingcare_cre2517](https://www.youtube.com/channel/UC...)

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

- Operate 2 medical clinics – South Vancouver and Richmond
- Hired & trained many MOAs for over a decade
- Member of the OSCAR BC board



Messaging

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

Schedule Caseload Search Report Billing **Inbox¹** * **Msg** Consultations Preferences eDoc **Tickler¹** Administration Das

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 ... 18-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 888-888888

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

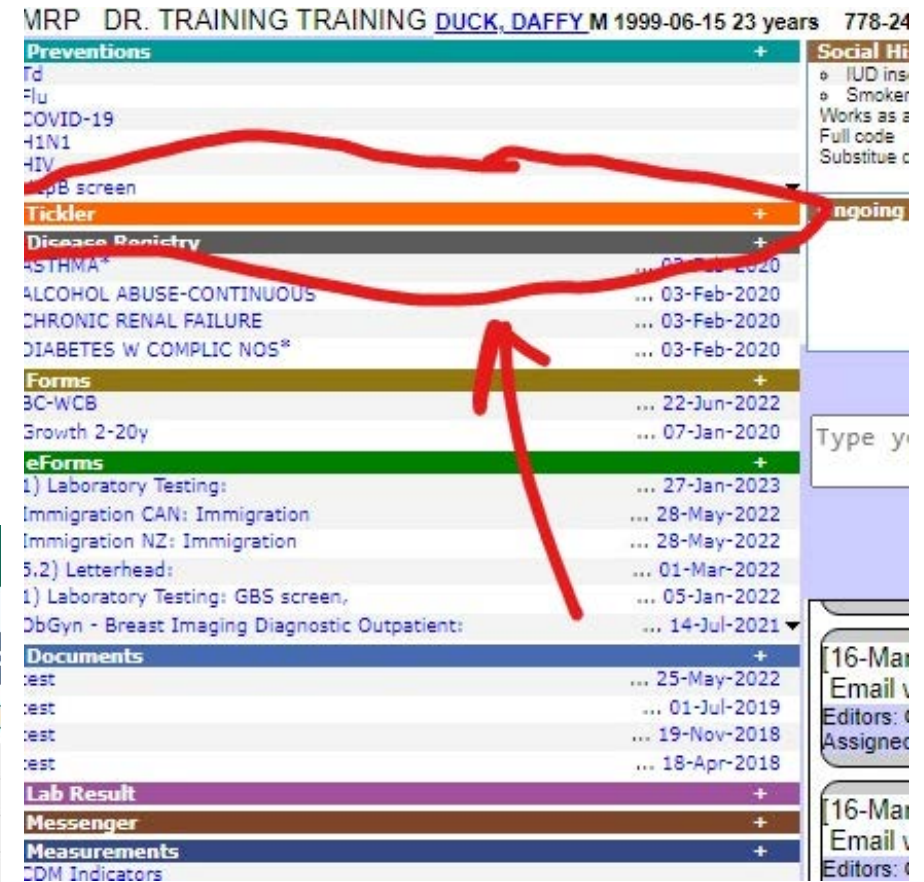
[18-Mar-2023 :: Tel-Progress Note]
Email with message "undefined" sent to patient
Editors: Online, Booking;
Assigned Issues

[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

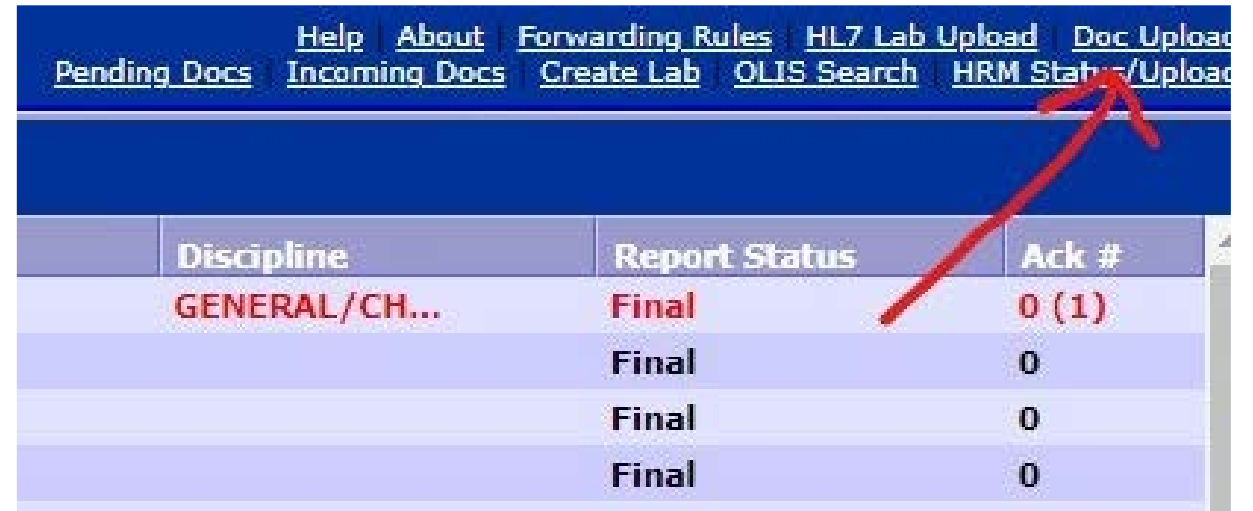


Appointments

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

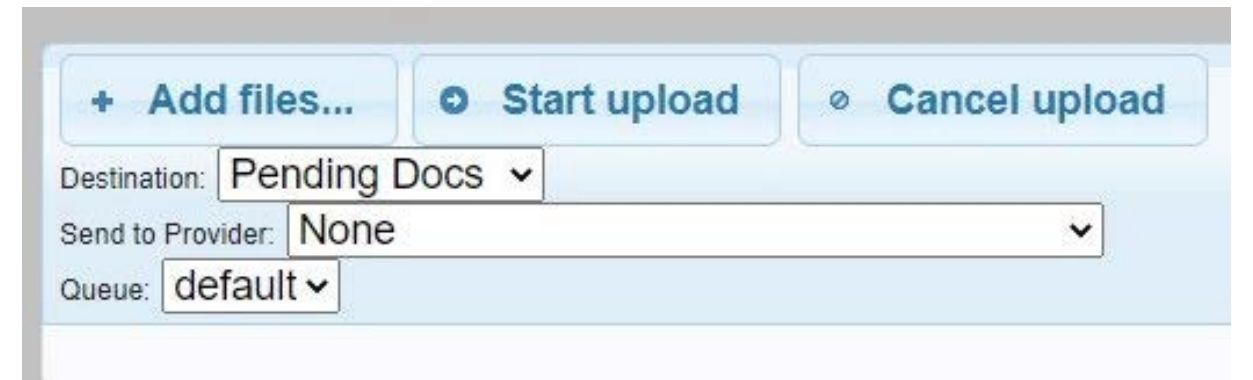
Documents

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



The screenshot shows a software interface with a dark blue menu bar at the top. The menu items are: Help, About, Forwarding Rules, HL7 Lab Upload, Doc Upload, Pending Docs, Incoming Docs, Create Lab, OLIS Search, and HRM Status/Upload. A red arrow points from the 'HRM Status/Upload' menu item down to a table below. The table has three columns: Discipline, Report Status, and Ack #. The first row has 'GENERAL/CH...' in the Discipline column, 'Final' in the Report Status column, and '0 (1)' in the Ack # column. The following three rows have 'Final' in the Report Status column and '0' in the Ack # column.

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



The screenshot shows a document upload control panel with three buttons at the top: '+ Add files...', 'Start upload', and 'Cancel upload'. Below the buttons are three dropdown menus: 'Destination: Pending Docs', 'Send to Provider: None', and 'Queue: default'.

+ 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 Bin
- 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 LFP billing
- Start and End Times
- Billing Units
- Multiple ICD-9 codes
- Submit bills to Teleplan every day and before cut-off day
- Manage Teleplan, Get Remittance every morning

Billing Type	Clarification Code	
Bill MSP	URBAN - NO RURAL RETENTION	

Start (HHMM 24hr):	End (HHMM 24hr):	Dependent
<input type="text"/>	<input type="text"/>	No

Fee	Time Codes	Description	\$Fee
<input type="checkbox"/>	98010	LFP - DIRECT PATIENT CARE TIME - PER 15 MINUTES	32.50
<input type="checkbox"/>	98011	LFP - INDIRECT PATIENT CARE TIME - PER 15 MINUTES	32.50
<input type="checkbox"/>	98012	LFP - CLINICAL ADMINISTRATION TIME - PER 15 MINUTES	32.50

Service Code	Unit	DX 1	DX 2	DX 3
<input type="text"/>	<input type="text"/> .5	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> .5	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/> .5	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Billing Show/Hide Dx2/3

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](#)

Billing 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
- Efax

Questions?



Thank You to Our Generous Sponsors



CONTACT US & STAY INFORMED



www.oscarbc.ca



info@oscarbc.ca



[@OSCARBCemr](https://twitter.com/OSCARBCemr)



[/OSCARBCcommunity](https://www.facebook.com/OSCARBCcommunity)



[@oscarbc-connectingcare.cre2517](https://www.youtube.com/channel/UCoscarbc-connectingcare.cre2517)



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

ICBC and WorkSafeBC pointers

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

Billing pointers

- Check eligibility although this should be done automatically
- Patients who are not MSP eligible should be documented
- 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