



DOCTORS TECHNOLOGY OFFICE (DTO) OVERVIEW

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OSCAR miniCON 2019

WHO ARE WE?

Doctors Technology Office (DTO) is an initiative of the General Practice Services Committee (GPSC), one of four joint collaborative committees that represent a partnership of the Government of British Columbia and Doctors of BC.

DTO acts as a **trusted advisor**, a **neutral body** and an **advocate**, providing centralized information and technology support to physicians and Doctors of BC partner programs.

OUR GOALS

- Play an influential role **advocating for positive change** in health system transformation
- Provide **meaningful engagement opportunities** to identify support needs, challenges, and priorities
- Help **navigate and implement health technology solutions** for a digitally enabled and integrated community health care system

DTO SERVICES AND PROGRAMS



Virtual Care and Emerging Technologies

- PMH & PCN Advisory Services
- Virtual Care Toolkit
- Team-Based Care Resources Best Practice Guides



Partner and Vendor Engagement

- EMR Vendors
- Emerging Health Technologies
- Health Authorities
- Provincial IM/IT Initiatives



Physician Engagement

- Physician Advisory Sessions
- MOA Advisory Sessions
- Physician IM/IT Clinical Advisory Committee



Information Privacy and Security

- Clinic Security Education
- Clinic Security Assessments
- Privacy and Security Resources and Toolkits



Health Technology Support Desk

- EMR Migrations
- Vendor Escalation Support Software or Network Issues
- General Inquiries and Support Needs

SUPPORT REQUEST EXAMPLES

- What videoconferencing technology can I use to see patients remotely?
- How can I use IMIT solutions to support my PCN?
- I am retiring and wondering what to do with my records?
- My network is slow – what should I do?
- Can nurses chart in my EMR?
- How do I use secure texting to message my patients in the community?
- How can we all access the same shared care plan?

OUR PARTNERS

We work collaboratively with:

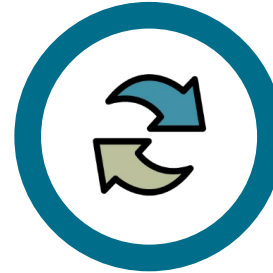
- Doctors and clinic staff
- Divisions of family practice
- Clinic/Local IT professionals
- EMR, IT, and health technology vendors
- Health authorities
- Doctors of BC committees and programs
- Ministry of Health

EMR SUPPORT MODEL



Getting Started

Find the right fit for your practice.



Migration

Develop a migration plan for a smooth transition.



Fundamentals

Get a tailored approach to understanding your EMR.



Troubleshooting

Help resolve software and network issues.



Optimization

Get the maximum benefit from your EMR.



Retirement

Ensure your data is protected and stored appropriately.

RESOURCES



VIDEOCONFERENCING: PRIVACY AND SECURITY CONSIDERATIONS GUIDE

Summary

This guide provides privacy and security considerations for videoconferencing within the health system. It is intended to help preserve the integrity of patient information. Each practice should review this guide and ensure that their videoconferencing practices are secure. The Doctors Technology Office provides support for more information.

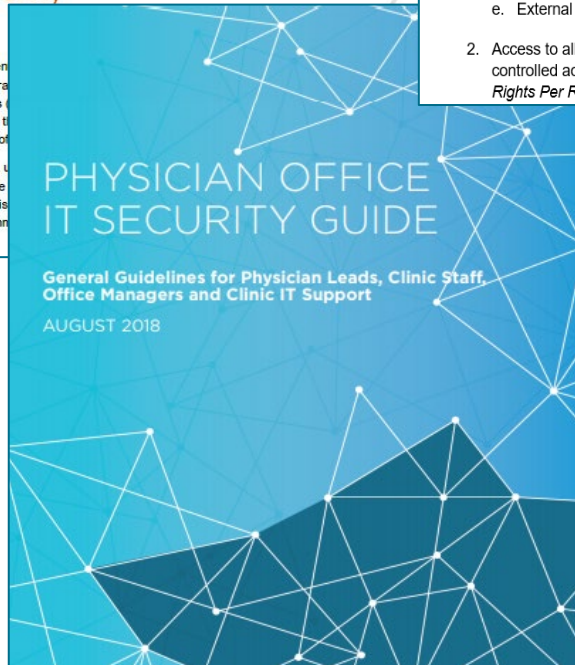


INTEROPERABILITY WITHIN PRIMARY CARE NETWORKS STATUS REPORT (OCT 2018)

Summary

Doctors Technology Office (DTO) has recently published a status and timelines for achieving interoperability and information sharing between EMR systems (e.g. Epic, Cerner, etc.). Below is a high level summary of the findings of a collaborative effort between the Ministry of Health Services and the Doctors Technology Office.

DTO is providing this update as we start to see the benefits of interoperability for you and your teams. Since no one has the complete picture, our best to bring together information as it is available. We will continue to share knowledge, reduce silos and increase alignment between physician leads and physician leads.



INFORMATION ACCESS POLICY

The purpose of this *Information Access Policy* is to provide safeguards protecting confidentiality and personal information in compliance with the Personal Information Protection Act (PIPA) and other applicable legislation. This policy is not intended for public distribution.

This *Information Access Policy* applies to:

- All Clinic's personnel (full-time or part-time).
- All contractors and third parties that perform work on behalf of the Clinic.

1. Access to all information systems is strictly controlled and provided on a "need-to-know basis". Only authorized users will be allowed access to:

- a. Clinic wired and wireless network systems
- b. Clinic operating systems
- c. Clinic EMR
- d. Clinic software applications
- e. External systems

2. Access to all Clinic's information systems is strictly controlled according to the *Rights Per Role* form.



EMR FORMS BEST PRACTICES GUIDE

Summary

The purpose of this guide is to assist those creating, developing and distributing forms for physicians using electronic medical records (EMR) in BC. The long term approach is to explore integration of forms directly into the EMR. In the interim, this guide is provided to help identify quick wins, reduce frustrations and share some best practices.

Frustrations With Forms

With the majority of British Columbia Physicians utilizing an EMR¹, physicians and EMR vendors are becoming increasingly frustrated with:

- The volume of unique forms and the frequency of requests for new forms and/or revisions to forms.
- Lack of lead time needed to integrate and test the form in an EMR (eg. requests for "effective immediately").
- Lack of funding for forms often is transferred to physicians and/or EMR vendors.
- The most recent version of a form (source of truth) is often time consuming to track down.
- Lack of a coordinated approach to implementing the different types of forms (e.g. standardization, use of structured/codified data, inconsistent layout, lack of ease of use, unnecessary or duplicated information requested, similar forms, etc.) across the province.
- Need for longer term strategies to address forms automation, structured data, automated workflow, source of truth and technology solutions.

Lack of usability, integration and functionality of a form in an EMR can take away precious minutes each day for healthcare service delivery. Form issues also end up contributing to delays in patient care as a result of the form not being completed correctly and then rejected, or the use of an incorrect form. Physicians are also forced to spend considerable time locating and completing forms, leading to further delays to their schedules.

CONTACT INFORMATION

For more information, guidance or support contact:

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