



***Presentation Starting Soon***

10:30 AM PST | 18 June 2023

# **OSCAR - Tips and Tricks from a decade of learning**

***Welcome OSCARCON '23 Attendees!***

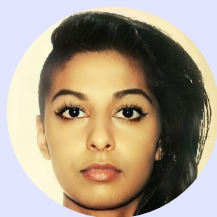
# Introduction & Disclosure



**Jordan O'Reilly**

Clinic Manager, Kensington

- 
- Manages a 26 physician multi-specialty and walk-in clinic as an OSCAR power user for 10 years
  - Was involved in creating OSCAR customizations (including Cortico!)



**Ashley Rahiman**

Healthcare Leader

- 
- Development and operations for 36 Clinics
  - Disclosure: Solutions Executive @ Cortico



**Matthew Senior**

Cortico Engineer

- 
- Helps clinics get the most out of OSCAR and Cortico
  - OSCAR data analysis

# Overview

## Agenda

10:30 - 11:00 am

### **Introductions** (2 min)

### **OSCAR Tips** (15 min)

Schedule template setting  
eChart search  
Ticklers  
eDocs

### **Cortico Plug-in Demo** (5 min)

Instant SMS & email  
Secure file sharing  
Pharmacy Sync  
Eligibility Checker

### **Q&A** (5 min)

# Timeline



2013

KMC live with  
OSCAR

2015

Online booking  
pilot project  
for KMC

2020

COVID-19  
pandemic. Cortico  
became available  
to other clinics

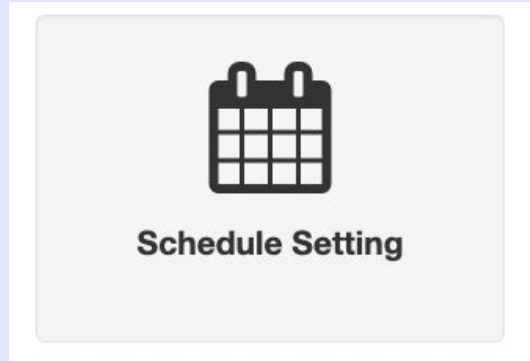
2021

Browser  
extension created

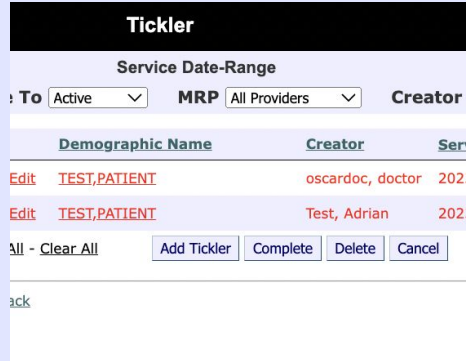
2023

Now used by over  
2000+ healthcare  
professionals and  
1m+ patients

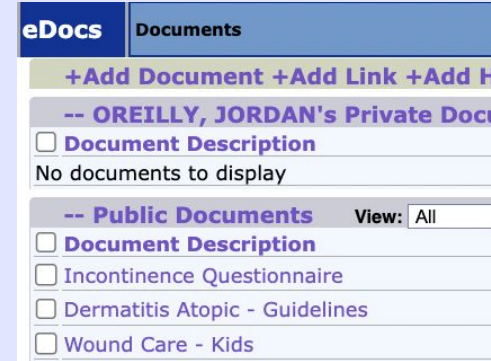
# What We Use at Kensington



1. Schedule Management



2. Ticklers



3. eDocs

# OSCAR Schedule Setting

Tutorial on template setting: <https://www.youtube.com/watch?v=8PHXwM1Jauw>

Cortico, Admin

Date from:  -  -  (yyyy-mm-dd) to:  -  -

is available EVERY (Day of week):  Alternating Week Setting

<input type="checkbox"/> Sun	<< NONE ▾	P:11 AM - 3 PM - 30m [TEST TEMPLATE]
<input type="checkbox"/> Mon	<< NONE ▾	P:AlternatingExample [Alternating 15 and 30m]
<input type="checkbox"/> Tue	<< NONE ▾	P:OnCallClinic [Weekends/Holidays]
<input type="checkbox"/> Wed	<< NONE ▾	P:testtest
<input type="checkbox"/> Thu	<< NONE ▾	P:UBC Testing Info Session
<input type="checkbox"/> Fri	<< NONE ▾	
<input type="checkbox"/> Sat	<< NONE ▾	

1. Schedule template setting

## Cortico, Admin

Date from:  -  -  (yyyy-mm-dd) to:  -  -

2. Set a year in advance

### Template Setting for

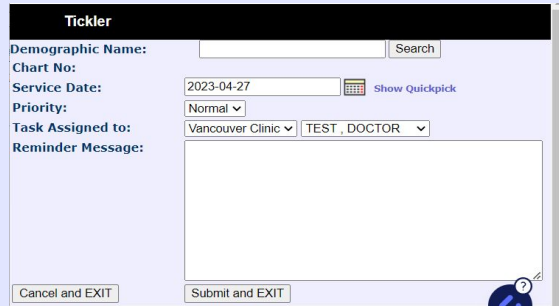
- ✓ Public
- Cortico, Admin
- Doc, Ashley
- In, Walk
- oscardoc, doctor

3. Create Private rather than Public templates

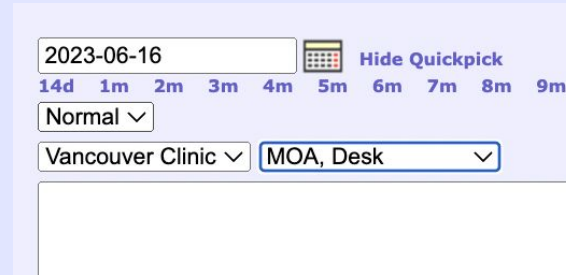
U |Urgent  
P |Pap Smear  
V |Virtual

4. Use informative template codes

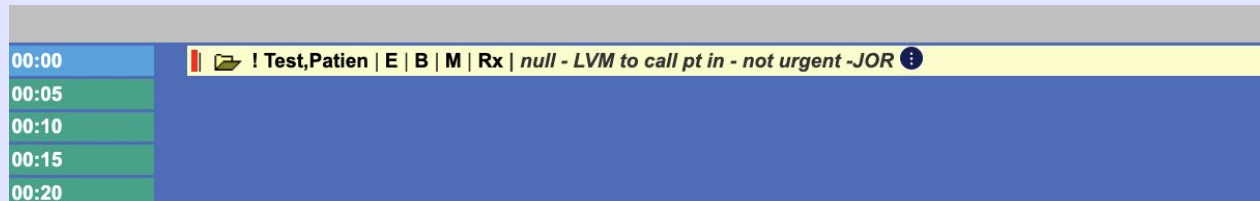
# OSCAR Ticklers



1. Shared MOA Desk Account



2. Postdate your ticklers



00:00	! Test,Patien   E   B   M   Rx   null - LVM to call pt in - not urgent -JOR ⓘ
00:05	
00:10	
00:15	
00:20	

3. Where to log ticklers?

# OSCAR Edocs

<b>+Add Document +Add Link +Add HTML</b>	
<b>-- OSCARDOC, DOCTOR's Private Documents</b> <b>Vi</b>	
<input type="checkbox"/>	<b>Document Description</b>
<input type="checkbox"/>	Dr. Ocardoc Botox Handout
<b>-- Public Documents</b> <b>View:</b> All <input type="button" value="v"/>	
<input type="checkbox"/>	<b>Document Description</b>
<input type="checkbox"/>	Gerd
<input type="checkbox"/>	Ankle Sprain
<input type="checkbox"/>	Depression-Post-Partum
<input type="checkbox"/>	Low Fat Diet
<input type="checkbox"/>	Knee Pain

1. Patient handouts

2. Personal handouts



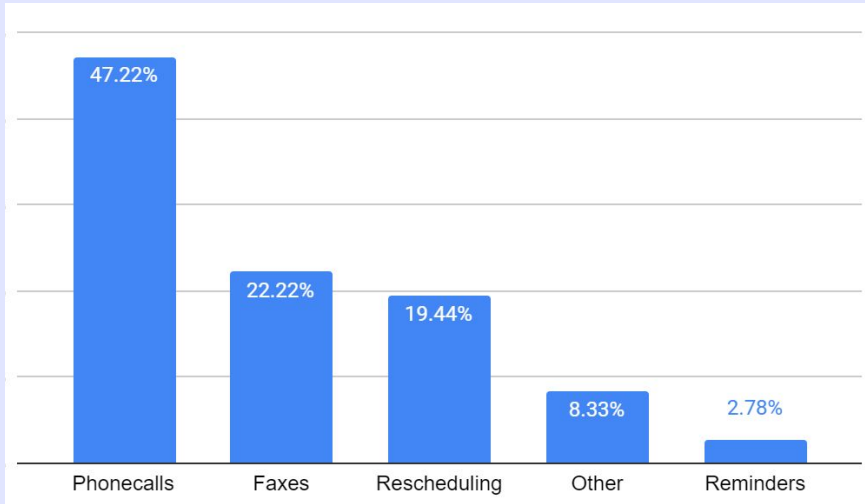
# Customizing OSCAR: How KMC Invented Cortico

- 2015: 800 phone calls/day
- Couldn't find an online booking that worked for us, so we built our own  
(now known as Cortico)
- Started looking at additional OSCAR enhancements

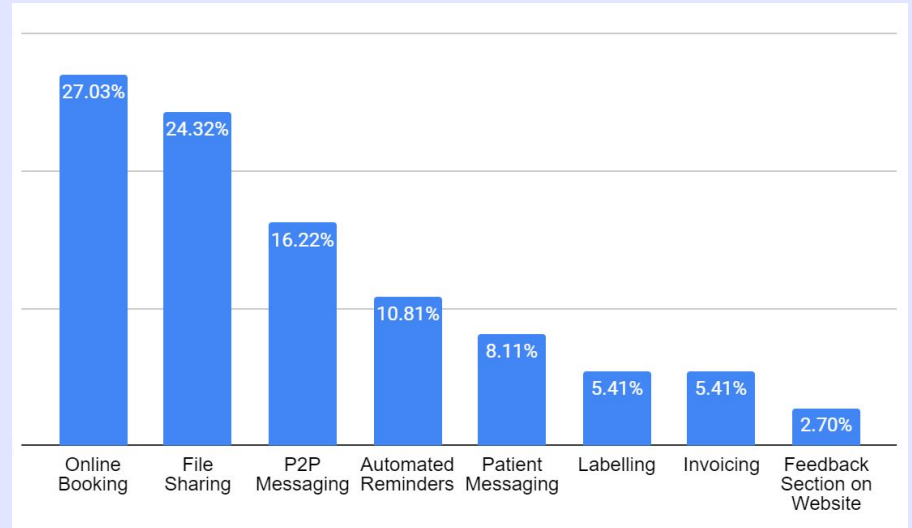
# Data & Stats

Based on Oscar Respondents

## Most Tedious Tasks at Oscar Clinics



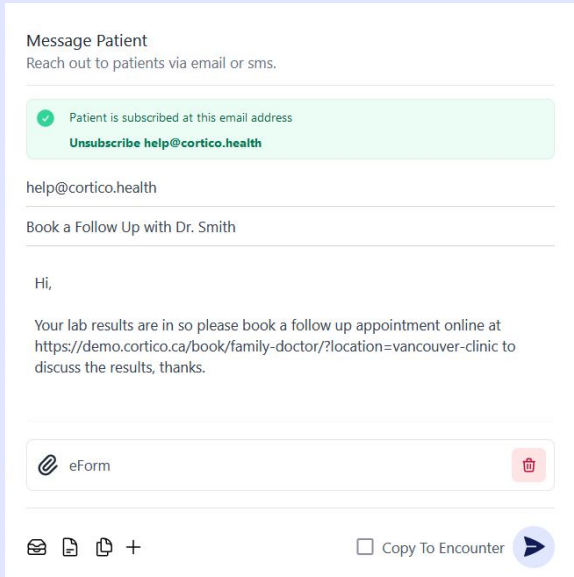
## Most Desired Changes at Oscar Clinics



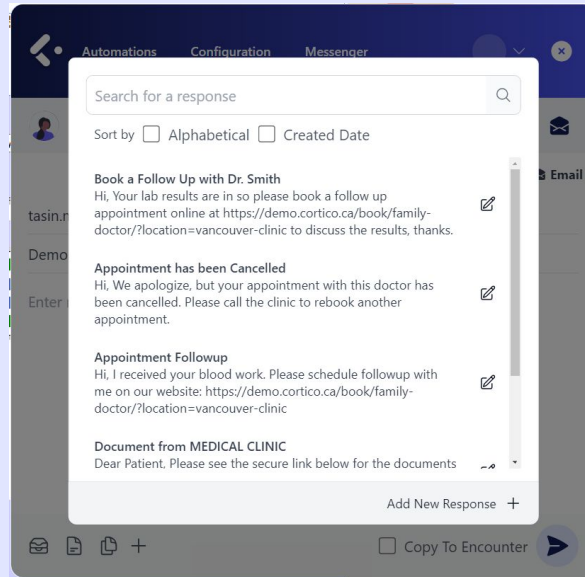
# Cortico's Features

- Online Booking
- Telehealth
- Email/Calendar Reminder
- SMS Reminders
- Patient messaging / files
- Preferred Pharmacy Management
- Specialist Booking
- Intake Forms
- Oscar E-form Support
- Mass Email To Patients
- White Label Customization
- Clinic Website
- Advanced Configurations
- Medical Kiosk
- Private Payments
- Bulk eligibility check
- and more!

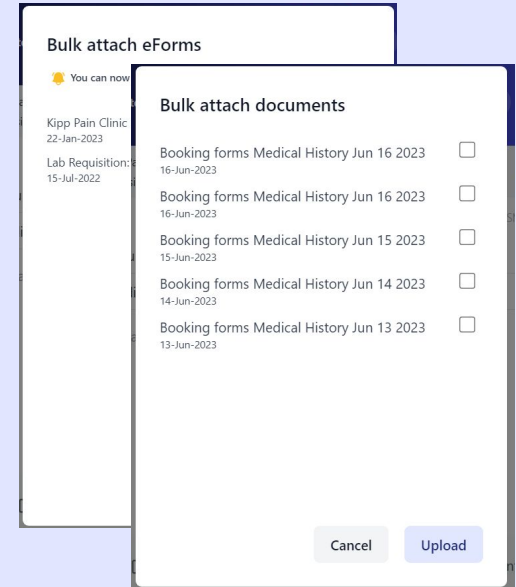
# Secure Messaging & File Sharing



Sending Messages

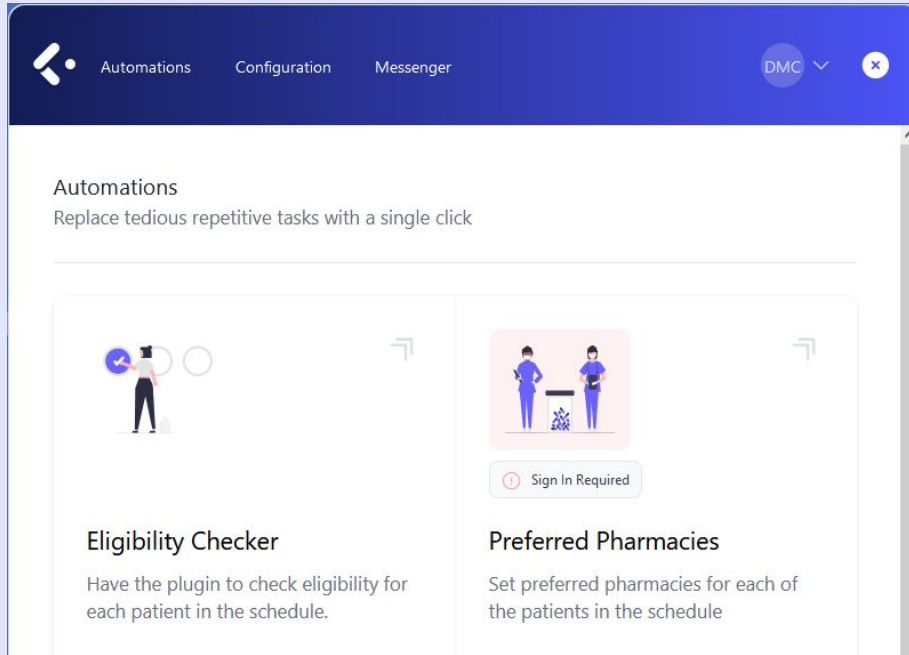


Canned Responses



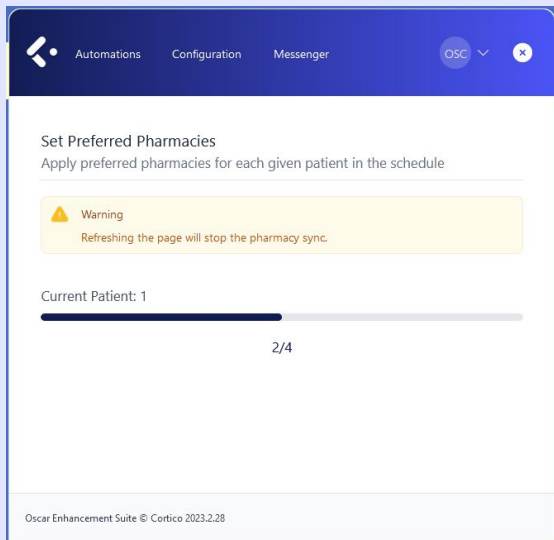
Attaching Documents, eForms, Lab Results

# Mass Eligibility Check



- Check all patient's eligibility on the schedule with one click
- Flags private patients to staff's attention

# Sync Preferred Pharmacy



- Allows patients to specify their pharmacy of choice
- Saves doctors the time of looking up pharmacy details

–Patient Name: Test Test Age: 22 Preferred Pharmacy: LONDON DRUGS #53 - VICTORIA DRIVE Vancouver ▾

# Additional Resources + Q&A

- ashley.rah@cortico.health
- 778-772-8729
- <http://cortico.health>
- [oscarbc.ca/resources](http://oscarbc.ca/resources)



“Cortico has been a great addition to our clinic and has helped reduce phone calls to the front desk. Patients enjoy the self-booking feature and how user friendly it is – they don’t need to create an account or remember a password.”



-Lead MOA at a clinic using Accuro



**Thank You for Joining us Today!**