 Winnipeg Regional Health Authority Office régional de la santé de Winnipeg <i>Caring for Health À l'écoute de notre santé</i>	Operational Guideline: Appropriate Use of the Electronic Medical Record by Role	Guideline Number: PCOG #33
	Approved By: Community Primary Care Council	Page: 1 of 3
	Approval Date: November 17, 2017	Supersedes: October 5, 2015, July 10, 2015

PRIMARY HEALTH CARE OPERATIONAL GUIDELINES

1. INTENT:

- To ensure maximum efficiency and effectiveness at all sites and optimize the roles of all team members to support collaborative care practice within the provisions of Privacy.
- To facilitate appropriate Primary Care Assistant (or equivalent) primary role and a Primary Care Assistant back-up role access to the Community Electronic Medical Record (C - EMR) of the patients whose care they support in the context of the client's home health team and episodic care needs. Any changes that are identified and required to designated roles must adhere to the Personal Health Information Act.
- Family Medicine Primary Care Team Managers and Managers of Facility Support Services are able to provide access to **ONLY** those Primary Care Assistants (or equivalent) whose primary role or back-up role are expected to perform in the areas identified in the gap analysis as below.

2. BACKGROUND:

- Currently all staff in Clinical Support roles (Senior Primary Care Assistant, Primary Care Assistant, Unit Assistant, Nursing Assistant, Clinic Assistant, Transcriptionist, Administrative Support, Receptionist and any Administrative Students) can only view items within the Electronic Medical Record which were created by Providers that are associated with or working at their site.

A gap analysis was conducted by the Family Medicine Primary Care Program team in partnership with Community Services Information Systems and WRHA Privacy that revealed the following gaps of optimal workflow and the need for improving access to episodic services:

- 2.1 Viewing and coordinating around an existing appointment; In consultation with WRHA Privacy, it is reasonable to allow all "**Primary Care Assistant**" (or equivalent) role to view ALL appointments that a patient has within the EMR (i.e., coordinate appointments so patients can receive both aspects of their clinical care by attending one visit to co-located services and if patients have appointment with both co-located and integrated services they can assist patients to confirm the their appointments). See Appendix B - Office Inclusions and Exclusions that are viewable in the C-EMR

Quick Patient Appointments View

File Tools

Patient Test, Patient 53 years old male Show All Procedures

Date	Time	Provider	Appt.Type	Appt.Reason	Patient	Action	Reason	User	When
11-Oct-2017	6:30pm	Lerdal, Danielle	Direct Client Contact	Phone-Mail-Fax-Email	Test, Patient	Cancelled		Grandal	11-Oct-2017 6:18:36 PM
16-Sep-2017	8:15am	Test, Provider			Test, Patient	Cancelled		Pumpel	14-Sep-2017 2:40:33 PM
22-Aug-2017	11:15am	Eroule, Jeanelle	Short Appointment	Naloxone Kit Education	Test, Patient	Cancelled	Patient Cancelled - Rescheduled	slabene	22-Aug-2017 10:05:10 AM
21-Aug-2017	9:15am	Houde, Janelle	Long Appointment	Naloxone Kit Assessment	Test, Patient	Cancelled	Patient Cancelled - Not resched.	slabene	16-Aug-2017 3:43:34 PM
21-Aug-2017	10:00am	Houde, Janelle	Short Appointment	Naloxone Kit Education	Test, Patient	Cancelled	Patient Cancelled - Not resched.	slabene	16-Aug-2017 3:43:34 PM
16-Aug-2017	10:00am	Wong, Lisa	Acute	Ear Nose and Throat (ENT)	Test, Patient	Cancelled		Jensen	21-Aug-2017 9:01:44 AM
26-Jul-2017	3:30pm	Phippa, Jodi	Counseling	Addictions	Test, Patient	Cancelled		Phippa2	26-Jul-2017 4:15:22 PM
26-Jul-2017	5:15am	Phippa, Jodi			Test, Patient	Cancelled		Phippa2	26-Jul-2017 1:12:13 PM

Appt Date	Provider	Office	Appt Time	Appointment Site	Type	Reason	Submit	Total Amt	Total Overage	Tariff	DCode	Insurer	Invoice Date	Visits Used	Max Visits	PIN	Counted
11-Oct-2017	Roach, Erin	HSE	1:30pm														
11-Oct-2017	Clement, Miriam	HSE	1:30pm														
26-Sep-2017	McEachern, Katelyn	QCV	12:00pm	Vermilion QCC				**Masked**				Service Canad...	No		**Masked**		**Masked**

PCAs would be able to see all appointment dates past and future

They would be able to see which provider the client was / is scheduled with


They would be able to see which office the appointment was / is scheduled for and for what time

They would be able to see which site the appointment was / is scheduled at (satellite sites)

They would be able to see the type and reason for the visit

They would NOT be able to see any billing information

PCAs would see any cancellations, the reasons for the cancellation, who cancelled the visit and when it was cancelled

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINES</p>	<p>Operational Guideline: Appropriate use of the Electronic Medical Record by Role</p>	<p>Guideline Number: PCOG #33</p>
	<p>Approved By: Community Primary Care Council</p>	<p>Page: 2 of 3</p>
	<p>Approval Date: November 17, 2017</p>	<p>Supersedes: October, 5, 2015, July 10, 2015</p>

2.2 Receiving a transfer (i.e., Prenatal care) into the office from another CEMR site

2.3 Receiving a transfer for Primary care into the office from another CEMR site

- Both 2.2 and 2.3 occur through delegation by a Physician, Nurse Practitioner, Physician Assistant or Nurse. A designated Primary Care Assistant (or equivalent) and a back-up Primary Care Assistant are expected to compile all information pertaining to the patients pregnancy and / or required to send out to agencies, specialists, etc. including but not limited to the following areas:
 - Lab results
 - Prenatal form
 - Diagnostic Imaging results
 - Growth Charts
 - Disability forms
 - Consults (documentation from other specialists)
 - Clinical Notes (infrequently but still required)
 - Appointment History

2.4 Management of Outstanding Requisitions, Referrals and Orders for both of these instances. Designated Primary Care Assistant (or Back –up) are expected to manage outstanding orders on clients' charts and monitor when consults and results are received back into the C EMR (See [PCOG 30 Results Management](#)).

- Approval for a new CEMR security role should be provided to ONLY designated Primary Care Assistant positions (or equivalent) that are expected to compile information and manage outstanding requisitions as outlined in the above analysis 2.1, 2.2 and 2.3. The Primary Care Extended role C - EMR security role will not be provided to all administrative positions in the clinic.


3. **GUIDELINES:**

3.1 Clinical Team Managers and Managers of Facility Support Services are to follow the [Community EMR Add Change Move Terminate Flow Chart](#) and complete [Manitoba eHealth Account Form](#) indicating the additional security role for the Senior Primary Care Assistant or equivalent (i.e., Unit Assistants) and a back-up at each clinic (i.e., Document Administrative role). This additional security role is known to Manitoba eHealth and CSIS as '**Primary Care Assistant Extended**'. In addition to this role, the Senior Primary Care Assistant or equivalent and the back-up should also retain their '**Primary Care Assistant**' role to be part of the Primary Care Assistant task group in order to maintain their current workflow expectations.

3.1.1 Clinical Team Managers and Managers of Facility Support Services are responsible to ensure that when changes in employment occur (PCA leave of absence, transfer to another clinic, resigns, etc.), the assigned access is deleted and changed to another designated PCA (or equivalent) within the clinic.

3.1.2 The Program Specialist and CSIS Data Analyst will complete an annual site report (at minimum) of the "**Primary Care Assistant Extended**" (or equivalent) role that have this level of access. Team Managers will be required to verify this level of access is still required.

NOTE: Additional security roles would not be provided to those Clinic Support Staff roles who are not required to carry out the three roles identified as above. The Operations Administrator at the Site and any Primary Care Provider or Clinician can also support this function, however, not an optimal workflow.

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>PRIMARY HEALTH CARE OPERATIONAL GUIDELINES</p>	<p>Operational Guideline: Appropriate Use of the Electronic Medical Record by Role</p>	<p>Guideline Number: PCOG #33</p>
	<p>Approved By: Community Primary Care Council</p>	<p>Page: 3 of 3</p>
	<p>Approval Date: November 17, 2017</p>	<p>Supersedes: October 5, 2015, July 10, 2015</p>

3.2 [Entries into Health Records Policy Number 75.00.060](#) supports the Primary Care Assistant (or equivalent) documenting in the health record, however the entry must fall within the scope of their roles and responsibilities. This means Primary Care Assistants (or equivalent) **shall only** enter in encounter notes/progress notes as delegated by a provider (i.e., transcription). PCA's are to use the patient notes section for all other documentation. See Appendix A - Primary Care Assistant roles and responsibilities and access rights within the C - EMR (No Access, Access Read Only & Read and Write).

3.3 Primary Care Assistants indirectly contribute to the Primary Care Quality Indicators as many areas of the application are mapped to the PCQI (See Appendix B – Primary Care Quality Indicator mapping document). However, Primary Care Assistants are limited to read only within the PCQI areas as this is not considered their role or area of responsibility. **RATIONALE:** Fields not mapped require a clinical / medical decision in order to update certain PCQI fields.

3.4 Primary Care Assistants are able to send documents to the clinician's document folders. However, Primary Care Assistants are not able to **'Review'** documents that are placed in document folders. **RATIONALE:** Reviewing documents is considered the role of clinicians and not considered a Primary Care Assistant role or area of responsibility.

4. **REFERENCES:**

- Gap Analysis Working Group Christina Von Schindler, WRHA Chief Privacy Officer, Jeanette Edwards - Regional Director, WRHA Primary Health Care and Chronic Disease, Bonnie Schellenberg, CSIS Team Leader, Sherlene Heise, Privacy Officer / Coordinator, Jo-Anne Kilgour Primary Care Program Specialist, Lisa Rempel, CSIS Data Analyst
- Consultation with Leona Lane Director, Health Information Services
- Gap Analysis consultation occurred with Northern Connection Medical Centre, Clinic, Family Medical Centre, and Community Intravenous Program (CIVP)
- Primary Care Assistant Job Description AY3 and AY2 (November, 2017)
- Unit Assistant Job Description Family Medical Centre UFCW G7520 Date of Description October 1, 1993

5. **PRIMARY AUTHORS:**

- Jo-Anne Kilgour – Primary Care Program Specialist, WRHA
- Kevin Mozdzen – Primary Care Program Specialist, WRHA
- Lisa Rempel – CSIS Data Analyst

6. **ALTERNATE CONTACTS:**

- Jeanette Edwards - Regional Director, WRHA Primary Health Care and Chronic Disease
- Christina Von Schindler, WRHA Chief Privacy Officer
- Bonnie Schellenberg, CSIS Team Leader

7. **APPENDICES:**

- APPENDIX A - Primary Care Assistant roles and responsibilities, Access rights within the EMR
- APPENDIX B – Primary Care Quality Indicators Mapping Details

SCOPE: Applicable to all Primary Care Direct Operations, including Quick Care (and Access Centres offering Episodic Care) Family Medicine Teaching Clinics

APPENDIX A: Primary Care Assistant roles and responsibilities, Access rights within the EMR
(No Access, Access Read Only & Read and Write)

Area of Application	Feature	No Access	Read Only	Read / Write	Within Primary Care Assistant Roles & Responsibilities
Scheduler	Add/Edit/Cancel, etc.			X	Senior PCA only (or equivalent)
	View appointments to coordinate with existing appointments.		X		Yes (excludes those offices listed as private, non-shared)
	Manage Templates			X	Yes
	Apply/Remove Templates			X	Yes
	Manage Suggestion Groups			X	Yes
	Manage Rooms			X	Yes
	Manage Sites			X	Senior PCA only (or equivalent)
Traffic Manager	All Functionality			X	Yes
Waitlist	Add/Edit/Remove, etc.			X	Yes
Patient	Add/Edit, etc.			X	Yes
	Set Office Provider			X	Yes
	Modify Status			X	Yes
	Remove Status			X	Yes
	Delete Patient			X	Senior PCA only (or equivalent)
	Add Patient Notes			X	Yes
	Merge Patients	X			No
Claims	Manage Submissions			X	Senior PCA only (or equivalent)
	Apply Insurer Payments			X	Senior PCA only (or equivalent)
	Access A/R by Insurer			X	Senior PCA only (or equivalent)
	Write-Off / Adjust to Paid			X	Senior PCA only (or equivalent)
	Submit Claims			X	Senior PCA only (or equivalent)
	Manage Claim Tracking			X	Senior PCA only (or equivalent)
	Manage Accounts			X	Senior PCA only (or equivalent)
Tools	Manage Address Book Contacts and Pharmacies			X	Yes
	Label Wizard			X	Yes
Tools	Mass Transfer Chart Data			X	Yes
Letters	Manage Fax Queue			X	Yes
	Manage Letter Queue			X	Yes, if delegated by Provider and under the Provider name
EMR	Create Lab Requisitions			X	Yes, if delegated by Provider and under the Provider name
	Virtual Chart Edit Document			X	Yes

Area of Application	Feature	No Access	Read Only	Read / Write	Within Primary Care Assistant Roles & Responsibilities
	View Lab Activity Log			X	Yes
	Chronic Conditions Tab		X		No
	Clinical Notes			X	Yes, if delegated by Provider and under the Provider name
	Day Sheet		X		Yes
	Forms			X	Yes, if delegated by Provider and under the Provider name
	Labs			X	Yes, if delegated by Provider and under the Provider name
	Medical History			X	Not part of their role or responsibility However, PCA data entry into client services band is part of their role and responsibility
	Medications & Allergies (active & external)		X		Not part of their role or responsibility
	Patient Diagnostics			X	Yes
	Diagnosis Link	X			Not part of their role or responsibility
	Lock and review Clinical Notes	X			Not part of their role or responsibility
	Lock Forms	X			Not part of their role or responsibility
	Delete Forms	X			Not part of their role or responsibility
	Delete Documents	X			Not part of their role or responsibility
	Delete Labs	X			Not part of their role or responsibility
	Track INR values	X			Not part of their role or responsibility
	Medication Administration	X			Not part of their role or responsibility
History of Problems sections listed below:					
	Immunization Schedule			X	Yes, if delegated by Provider and under the Provider name
	Immunization Summary			X	Yes, if delegated by Provider and under the Provider name
	Lifestyle			X	Yes, if delegated by Provider and under the Provider name
	Primary Care Quality Indicators		X		Indirectly as many areas of the application are mapped to PCQI
	Alternative Services			X	Yes
	Client Services				Yes
	Medication Sheets			X	Not part of their role or responsibility
	Social History				Not part of their role or responsibility
Messaging	Tasks/Messages			X	Yes
	Review Documents	X			Not part of their role or responsibility
	Review Labs	X			Not part of their role or responsibility
Administration	Manage Care Teams			X	Yes
Reporting	Billing			X	Senior PCA only (or equivalent)
	Scheduling			X	Yes

APPENDIX B: Office Inclusions and Exclusions Viewable in the C-EMR by PCA role (or equivalent)

Offices That Would Be Able To View	Co-Location or a site who have separate EMR Offices	All of these Office appointments would be visible for the following:	All of these Office appointments would NOT be visible (Excluded from open provider as private and non-shared)
Access Winnipeg West	Episodic Care, Teen Clinic	Access Winnipeg West Access Fort Garry Northern Connection Medical Center Bridge Care Access Downtown 601 Aikins Community Health Centre Quick Care 363 McGregor Clinic Access Transcona 1001 Corydon Access River East Family Medicine Clinic Kildonan Medical Clinic Community Living Psychiatry Services) Travel Health Palliative Care <u>Community IV Program (CIVP)</u> <u>Ostomy (Manitoba Ostomy Program)</u> <u>PRIME</u>	Women's Health Clinic Klinik Community Health Centre Medical Assistance In Dying (MAID)
Access Fort Garry	Episodic Care, Community Living Psychiatry Services		
Northern Connection Medical Center	Health Action Centre, Bridge Care, Northern Connection Medical Center Micro teams		
Bridge Care	Northern Connections Medical Centre, Health Action Centre		
Access Downtown	Micro Teams		
601 Aikins Community Health Centre	<u>Episodic Care (Sister Clinic to 363 McGregor Quick Care Clinic), Teen Clinic</u>		
Quick Care 363 McGregor Clinic	Sister Clinic to 601 Aikins,supports episodic care of Mount Carmel Clinic and ACCESS Downtown		
Access Transcona	Ostomy and CIVP, Teen Clinic		
Access River East	None		
Family Medicine Clinic	None		
Kildonan Medical Clinic	None		
Aboriginal Health & Wellness			
Mount Carmel Clinic	Teen Clinic		
Centre de Santé, Access St Boniface			
Hope Centre			
NorWest Co-op Community Health, ACCESS NorWest	NorWest Co-op at Bluebird		