



MyHealthNS: Nova Scotia's Consumer Health Solution

Presentation to the National Home Care Conference

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The innovation isn't the **technology** ...

The innovation is how technology **changes the way we do things.**



Bring Care
Closer to
Home



Provide
Easier Access



Enable a
High-Performing
Health System



Improve
Patient Safety



Support
New Models
of Care

EMR versus PHR

- An **EMR** usually refers to a digital record kept by a healthcare professional or institution
- Patient access is limited, although they have a right to the information!
- Sharing among the healthcare team is typically limited to “in house” users

EMR versus PHR

- A **Personal Health Record** is an online version
- It is secure, but accessible by multiple professionals
- It is accessible by the patient and their caregivers
 - Parents for children
 - Adult children for parents
- Includes:
 - Diagnoses
 - Medications
 - Labs
 - Diagnostic imaging
 - Consultation reports

PHR Benefits

- Instant access to information by the patient/family
- Secure communication between patient and doctor
- Better patient engagement in managing their own care
- Better safety
- Reassurance



Home Messages Health Records Providers

Compose

Instructions for Getting Started
RelayHealth System

Welcome to RelayHealth: Your doctor is now available anywhere. The following actions will be available to you:

Appointments

webVisit®

Inbox

Sent

Draft

Archive

Date

All Patients

Jan 29, 2015

Carrier

10:34 PM

Schedule

Specify when and where the client needs assistance. Callers can be added to schedules, or to each shift in Shift

Current Schedules

TRADITIONAL REPEATING

EVERY MON, WED, FRI
7:00AM - 7:00PM CDT

Home - 1234 Drive

Created Sep, 28 2016

Starts Sep 28, 2016

Ends Never

Duration 12h

Service Standard Care

Bill Rate \$24.25/hr

TRADITIONAL INDIVIDUAL

THURSDAY, SEP 29, 2016
10:00AM - 11:30AM CDT

Home - 1234 Drive

Created Sep, 28 2016

eBooking

eResults

RelayHealth - View Chart - Google Chrome

View Chart

Sherril Johnson (DOB: 04/19/67)

Zoom: 1 Day

Legend

Johnson, Russell DOB: Apr 05, 1933 RESULT: Final

RelayHealth Clinical Result System

6475 Christie Ave
Emeryville, CA 94608
Phone: (510) 637-7700
Fax:

Patient Information:

https://www.domo.relayhealth.com/specific/patient/online

PATIENT INFORMATION

Johnson, Russell

1567 Maple Ave.
Toronto, ON, M0B 4V0

Gender: Male
DOB: Apr 05, 1933
Home Phone: (905) 489-4562

Order Details

Status: Final

Filler Order #: 01131301318462143

Ordering Provider: Cameron McIntosh MD
RelayHealth Clinical Result System
6475 Christie Ave, Emeryville, CA 94608

Observation/Collection: Apr 01, 2009
Requested: Apr 01, 2009 12:00 AM PST
Observation End Date: Apr 11, 2009 12:00 AM PST
Result/Status Change: Apr 01, 2009 12:00 AM PST
Specimen Received: Apr 01, 2009 12:00 AM PST

PT TIME

PT TIME - Final
Result/Status Change: Apr 01, 2009 12:00 AM PST

Analyte	Value	Flag	Reference	Units	Status	Site
INR	3.2	H		sec	Final	

LINK REFERENCE INTERVAL FOR PATIENTS NOT ON ANTICOAGULANT THERAPY: 0.9-1.1
SUGGESTED THERAPEUTIC RANGE FOR ORAL ANTICOAGULANT THERAPY: 2.0-3.0
RECURRENT PROCOAGULANT THERAPY: 2.5-3.5
OR MECHANICAL PROSTHETIC VALVES: 2.5-3.5

PROTHROMBIN TIME (PT)

	30.9	H	9.9-12.0	sec	Final	
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eMessaging

Secure provider-to-provider
messaging and document exchange

myHEALTH NS

Data Administration Settings Help & Training Sign Out

Cameron McIntosh, MD

Home Messages Results Patients

McIntosh, Cameron - Inbox

At a Glance All Inboxes Schedule

Inbox McIntosh, Cameron Folder

Dr. Tia Chia, MD Share patient health record for Russell David Jr. Johnson accepted Mar 03, 2017 10:24 AM

Dr. Tia Chia, MD Please see this patient - for Mary Smith Mar 03, 2017 10:22 AM

RelayHealth System Overdue Patient Message Notification Mar 20, 2016 3:00 AM

eQuestions

Compose

Care Connection for Russell David Jr. Johnson
Dr. Tia Chia, MD / NS-Accuro-P1

Appointments

webVisit®

Inbox

Sent

Draft

Archive

Date

All Patients

Mar 3

From: Cameron McIntosh, MD at McIntosh Medical Clinic
To: Russell Johnson
Clinical Results have been released

I have released new clinical results to your account. Your blood work looks good

Note from your provider's office:
Your clinical results: PT TIME - Jan 13, 2017

MESSAGE THREAD

Health Record - Results

New provider added to your account
Margaret McIntosh, MD / McIntosh Cardiology Clinic
Your account has been linked to me. Your patient account has been made available to me in order to provide you services via...

Appointment Reminder
Cameron McIntosh, MD / McIntosh Medical Clinic
Your appointment is on: Friday, July 01, 2016 at 2:00 PM. The first reminder will be sent two weeks before the appointment date...

RE: Schedule Appointment
Cameron McIntosh, MD / McIntosh Medical Clinic
Your appointment is on: Friday, July 01, 2016 at 2:00 PM. The first reminder will be sent two weeks before the appointment date...

PHR (MyHealthNS) Demonstration Pilot

- What we set out to learn:
 - Business case?
 - Benefits to patients, providers and the health care system?
- 3 year demonstration project to test the PHR concept
- 30 (+5) family physicians; 2 specialties (GI, Hematology), >6000 patients (doubling the project target)
- Demo guided by multi-stakeholder committee, co-chaired by consumer representative
- Project won two national innovation awards, finalist for a third
- Evaluation findings resulted in provincial roll-out decision

Value Proposition

- **eResults:**
 - ✓ close the loop on every test result = quality ↑ anxiety ↓
 - ✓ saves patient time tracking results and/or clinic time sharing them
- **eBooking:**
 - ✓ ↓ rate of no-shows
 - ✓ ↑ patient convenience/satisfaction
- **eVisits (aka 'eQuestions'):**
 - ✓ ↑ access (demo showed potential 22% ↑ clinic capacity with same # of providers)
 - ✓ superior to telephone with digital record/audit trail
- **eMessaging:**
 - ✓ Alternative to fax use for exchange of patient info between providers
 - ✓ Tool for collaborative practice
- **eSharing:**
 - ✓ Ability to access and manage health information of dependents

Use in Home Care?

- The patient has full access
- They can allow home care providers to view their PHR
- The patient can enter data into the PHR
- The patient can communicate with the family physician
- In future, why not give the home care provider access?

Demo

Portal Sign In



This is a non-production system (MTDEWEB02 [v 17 . 9 . 4762 . 1]) -Click for details-

[ENGLISH](#) | [FRANÇAIS](#)

Welcome to Your Healthcare Portal

A secure portal for patients and healthcare teams to collaborate and share information

Where do you provide or receive healthcare?

Canada ▼

USERNAME

username

PASSWORD

password

☐ Remember my username

SIGN IN 

Don't have an account? [Register here.](#)

Forgot your username or password? [Start Recovery](#)

Patient Dashboard



Home

20

Messages

26

Health Records

Providers

Account

Log out, Donovan



HEALTH RECORDS

Lab results, medications and more



MESSAGES

Message your Providers or Care Team



DOWNLOAD MY DATA

Export or Download Health Data



ADDITIONAL SERVICES

Pay bills and other services

Health Records

myHEALTH NS Home Messages ²⁰ Health Records ²⁶ Providers Account Log out, Donovan

Clinical Data

- Medications & Allergies (1)**
- Problems & Procedures (3)**
- Results
- Vitals
- Family & Social History
- Immunizations
- Documents (2)**
- Blood Glucose

Actions

- Update Personal Information
- Manage Family Members

More Options

- Manage and review additional health record information

DOWNLOAD MY DATA
Export or Download Health Data

ADDITIONAL SERVICES
Pay bills and other services

Medications & Allergies

Donovan Cameron ▾

Print Health Records

Medications

☒ Current medications only

+ Add

Drug ^	Directions	Last Modified Date ⇅	Status ⇅	Source ⇅
lisinopril oral tab 10 mg	alksjL	Apr 19, 2016	Taking	Provider ▾

Allergies - Medication

+ Add

Allergy	Reactions	First Occurrence	Status	Source
No allergies specified. You may confirm this Patient has no known medication allergies				

Allergies - Environmental or Food

+ Add

Allergy	Reaction	First Occurrence	Status	Source
No allergies specified. You may confirm this Patient has no known environmental or food allergies				

Each section of the health record displays the SOURCE of the information, in both provider and patient views.

Adding a New Medication

Add Medication

* Required Information

Patient

Donovan Cameron

Medication*

- Enter Medication -

Directions

Currently Taking

☒ Yes ☐ No

Start Date

MM/DD/YYYY





Show more ▾

Save

Cancel

Problems & Procedures

 Donovan Cameron ▼

 Print Health Records

Problems

☒ Active problems only

+ Add

Problems ↕	First Occurrence ▼	Status ↕	Source ↕
Benign hypertension (disorder)	Apr 2016	Active	Provider ▼
Lower back pain	Jul 2007	Active	Provider ▼
Arthritis (disorder)		Active	Provider ▼

Surgeries

+ Add

Type	Date	Source
------	------	--------

Procedures

+ Add

Type	Date	Source
------	------	--------

Results

Donovan Cameron ▾

Print Health Records

Results

+ Add

Type ▴	Date ▾	Source ▴
PT TIME	Oct 26, 2017	▾
LIPID PROFILE	Oct 16, 2017	▾
COMPREHENSIVE METABOLIC PANEL	Oct 16, 2017	▾
LIPID PROFILE	Aug 09, 2017	
COMPREHENSIVE METABOLIC PANEL	Aug 01, 2017	
COMPREHENSIVE METABOLIC PANEL	Jul 12, 2017	
PT TIME	Jul 12, 2017	▾
LIPID PROFILE	Jul 12, 2017	▾
HEMOGRAM PLATELETS	Jun 02, 2017	▾
LIPID PROFILE	Jun 02, 2017	▾
Test code	Jun 02, 2017	▾
Test code	May 19, 2017	▾
HEMOGRAM PLATELETS	May 19, 2017	▾
LIPID PROFILE	May 19, 2017	▾
LIPID PROFILE	Mar 06, 2017	▾

Patient has ongoing, enduring access to all released test results.

RelayHealth Clinical Result System

6475 Christie Ave

Emeryville, CA 94608

Phone: (510) 637-7700

Patient Information:

<https://www.demo.relayhealth.com/specific/patients/onlineServices/faq.aspx>**Patient Information****Order Details****PT TIME**

Analyte	Value	Flag	Reference	Status
INR	3.2 sec	H		Final
Notes: INR REFERENCE INTERVAL FOR PATIENTS NOT ON ANTICOAGULANT THERAPY: 0.9-1.1 SUGGESTED INR THERAPEUTIC RANGE FOR ORAL ANTICOAGULANT THERAPY ROUTINE THERAPY: 2.0-3.0 RECURRENT MYOCARDIAL INFARCTION OR MECHANICAL PROSTHETIC VALVES: 2.5-3.5				
PROTHROMBIN TIME (PT)	30.9 sec	H	9.0-12.0	
Notes: REFERENCE RANGE FOR PROTHROMBIN TIME IS A NORMAL RANGE AND DOES NOT APPLY TO PATIENTS ON ANTICOAGULANT THERAPY.				

Contains note from doctor for future reference, without having to locate message as well

Provider Comments: Please schedule an appointment regarding test results for Donovan Cameron on Oct 26, 2017 10:38 AM.

Vitals

Donovan Cameron

Print Health Records

Patient

Donovan Cameron

Measurement Date

11/9/2017



06

21

AM



BMI Exclusion

Height

 cm.

Weight

 kgs.

BMI ⓘ

N/A

Blood Pressure Exclusion

Blood Pressure

 / in unspecified position

Pulse

 bpm

Pulse Oximetry

 %

Body Temperature

 °C

View Growth Chart

+ Add

Blood Pressure [mmHg]	Pulse [bpm]	Body Temp [°C]	Source
120/98 ⓘ	98	36.5°	Patient

indicate abnormal values.

Respiration Rate


 breaths/min


Head Circumference

 centimeters

Comments

Family & Social History

 Donovan Cameron ▾

 Print Health Records

Family & Social History


Family Health History

Anemia

Yes

No

Not Sure

Mother, Sibling 

Asthma

Yes

No


Not Sure

Breast Cancer

Yes

No

Not Sure


Maternal grandmother 

Colon cancer

Yes

No

Not Sure

Father 

Depression

Yes

No


Not Sure

Diabetes

Yes

No

Not Sure


Sibling 

Emphysema/COPD

Yes

No

Not Sure

Father 

Glaucoma

Yes

No


Not Sure

Heart disease

Yes

No

Not Sure

Mother 


High cholesterol


Yes

No

Not Sure

Immunizations

 Donovan Cameron ▾

 Print Health Records


Immunizations

 Add

Immunization/Vaccination ▴▾	Date Administered ▾	Source	
zoster	Oct 8, 2017	Patient	▾
influenza, live, intranasal	Dec 16, 2015	Patient	▾

Documents

 Donovan Cameron ▾

 Print Health Records

Health Record Documents

 Add

Date filter:

Document ↕	Source ↕	Date Processed ▾	Service Date ↕
Misc/Other	Dr. Silas Smith MD	Oct 26, 2017	▾
 Diabetes action plan Generic.docx		10:18 AM ADT	

Blood Glucose Tracking

Blood Glucose (mmol/L)

[View Chart >](#)

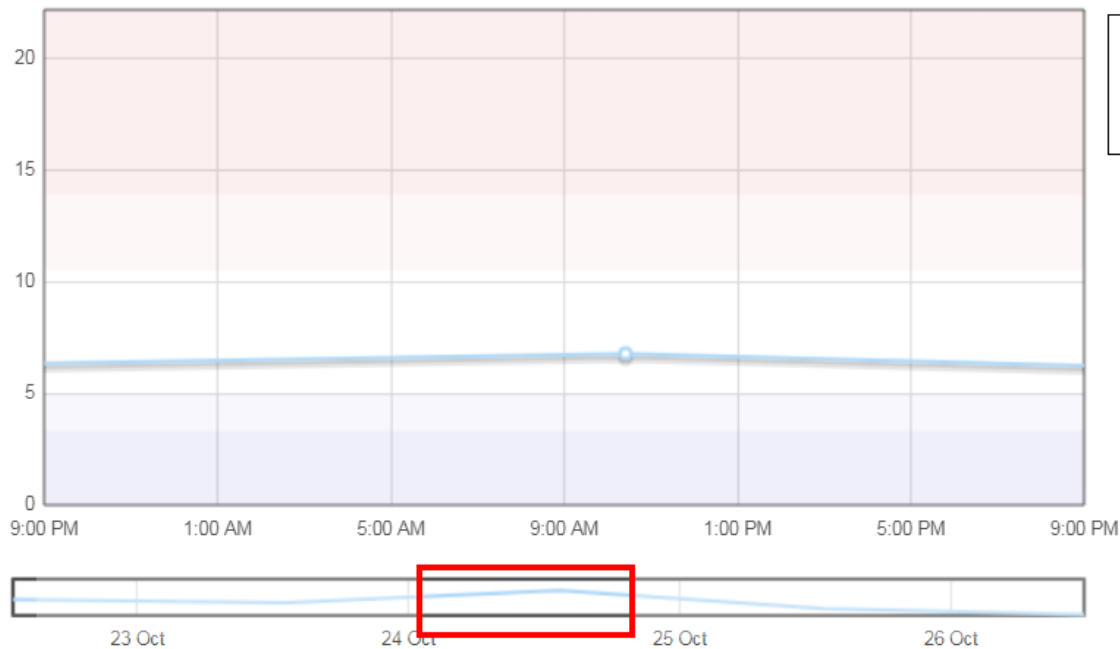
Date	Before Breakfast	After Breakfast	Before Lunch	After Lunch	Before Dinner	After Dinner	Before Exercise	After Exercise	Before Bedtime	After Bedtime
Oct 27, 2017		5.2								
Oct 26, 2017		5.6								

[View Chart](#)

Donovan Cameron (DOB:6/9/1945)

Zoom: ☒ 1 Day

Tue 24 Oct 2017



Messaging

Compose

Appointments

Inbox (48)

Sent

Draft

Archive

Date ▼Donovan Cameron ▼

Clinical Results have been released to your Patient Health Record 27 minutes ago
Dr. Silas Smith, MD / NS-Hull Family Practice
I have released new clinical results to your health record. To review this information, click on the nam...

New health information is available for you!
Dr. Silas Smith, MD / NS-Hull Family Practice an hour ago Practice

Ear Infection - Discharge Treatment Oct 20
Dr. Silas Smith, MD / NS-Hull Family Practice

It would be helpful to me if you take a moment now and update your child's RelayHealth profile. ...

New provider added to your account Oct 19
Louise LTCAdmin for NS-Long Term Care Facility / NS-Long Term Care Facility

Your account has been linked to me. Your patient account has been made available to me in order to...

1234

Search by subject


From: Dr. Silas Smith, MD at NS-Hull Family Practice 10/26/2017 10:42:59 AM
To: Donovan Cameron
Clinical Results have been released to your Patient Health Record
I have released new clinical results to your health record. To review this information, click on the name of the test listed below. You can also view your results in your health record.
Note from your provider's office:
Please schedule an appointment regarding test results for Donovan Cameron on Oct 26, 2017 10:38 AM.
Your clinical results: [PT TIME - Oct 26, 2017](#)


MESSAGE THREAD Expand all

1 Message

Health Record - Results

Appointment Requests

 Send

Appointment 

Patient: Donovan Cameron ▼

Provider: Dr. Silas Smith MD / NS-Hull Family Practice ▼

Action:

-Select Appointment Action-

Schedule New Appointment

Cancel Existing Appointment

Reschedule Existing Appointment

Subject: Schedule New Appointment

From Your Provider: Dr. Smith is available: Monday 9 am -4 pm
Wednesday 9 am - 4 pm Thursday 9 am - 11:30 am

* Required information

1ST CHOICE *

MM/DD/YYYY



Start

Anytim ▼

End




☐ Yes, I am willing to see another healthcare provider if my provider is not available.



Describe additional availability (optional)

Reason for Appointment *

Sending a Note

 Send

New Message




Patient: Donovan Cameron ▼


Provider: Dr. Silas Smith MD at NS-Hull Family Practice ▼

Subject: Note to Office


From Your Provider: Do not send clinical information using this message type.

Start typing the reason for your inquiry here.



 Send Save as draft

Message Sent 
Your message has been delivered to the office staff of **Dr. Silas Smith MD at NS-Hull Family Practice.**

Office policy is to respond to messages within **2 days** of routine office hours after message delivery. You will be notified by email when your provider replies to your message.

 Close

Receiving Results



From: Dr. Silas Smith, MD at NS-Hull Family Practice 10/26/2017 10:42:59 AM
To: Donovan Cameron

Clinical Results have been released to your Patient Health Record

I have released new clinical results to your health record. To review this information, click on the name of the test listed below. You can also view your results in your health record.

Note from your provider's office:
Please schedule an appointment regarding test results for Donovan Cameron on Oct 26, 2017 10:38 AM.

Your clinical results: [PT TIME - Oct 26, 2017](#)

MESSAGE THREAD [Expand all](#)

1 Message

[Health Record - Results](#)

Result Detail

RelayHealth Clinical Result System

6475 Christie Ave
Emeryville, CA 94608
Phone: (510) 637-7700



Patient Information:

<https://www.demo.relayhealth.com/specific/patients/onlineServices/faq.aspx>

Patient Information

Order Details

PT TIME

Analyte	Value	Flag	Reference	Status
INR Notes: INR REFERENCE INTERVAL FOR PATIENTS NOT ON ANTICOAGULANT THERAPY: 0.9-1.1 SUGGESTED INR THERAPEUTIC RANGE FOR ORAL ANTICOAGULANT THERAPY ROUTINE THERAPY: 2.0-3.0 RECURRENT MYOCARDIAL INFARCTION OR MECHANICAL PROSTHETIC VALVES: 2.5-3.5	3.2 sec	H		Final
PROTHROMBIN TIME (PT) Notes: REFERENCE RANGE FOR PROTHROMBIN TIME IS A NORMAL RANGE AND DOES NOT APPLY TO PATIENTS ON ANTICOAGULANT THERAPY.	30.9 sec	H	9.0-12.0	

Embedded note from provider


Provider Comments: Please schedule an appointment regarding test results for Donovan Cameron on Oct 26, 2017 10:38 AM.

Privacy & Access History

 Donovan Cameron ▾ [+ Add Family Member](#)

Donovan Cameron's Providers

[+ Add Provider or Facility for Donovan Cameron](#)

Provider or Facility	Status 	Privacy Preferences	
NS-Long Term Care Facility	Approved	Public - Public	Remove
Dr. Silas Smith MD	Approved	Public - Public	Remove
NS-Hull Family Practice			

Access History for Donovan Cameron

Only your doctors and their staff members can view or update your Personal Health Record. Sort records by Date/Time or Name to view your Health Record History.

PHR

Account

Document

Patient Health Record Activity

Use mm/dd/yyyy date format

From7/26/2017

To10/26/2017

View

Date/Time	Name	Action	Section	Detail
Oct 26, 2017 11:33 AM	Donovan Cameron	Modified	TrackingResults	BloodGlucose
Oct 26, 2017 11:33 AM	Donovan Cameron	Added	TrackingResults	BloodGlucose
Oct 26, 2017 11:33 AM	Donovan Cameron	Modified	TrackingResults	BloodGlucose
Oct 26, 2017 11:33 AM	Donovan Cameron	Added	TrackingResults	BloodGlucose

Provider Portal

Provider View of PHR

This is a non-production system (MTDEWEB01 [v 17 . 9 . 4762 . 1]) -Click for details-

myHEALTH NS Data Administration Settings Help & Training Sign Out
Dr. Silas Smith, MD

Patient Search Home Messages Results Patients

Name: Donovan Cameron **Online** **Home:** **Patient IDs:** NS HCN: 0012456129
Gender: Male **Work:** **Email:** dcameron@test.ca
Date of Birth: Jun 9, 1945 **Mobile:**

REPORT

Actions

- Select -
- Select -
- New Colleague Message
- New Patient Message
- New Referral
-
- Add Provider Link
- Find Duplicates
- Invite Patient
- Search Your Entire Network
- Share This Patient Health Record
- View/Print Health Record
- View/Print Access History

Chart Administrative

Summary Messages Problems & Proc. Medications Allergies Results Vital Signs Immunizations Family & Social

Messages [+ New](#)

Subject	Date
New health information is available for you!	Jan 6, 2017
Patient request to use RelayHealth	Jul 6, 2016
Patient request to use RelayHealth	Apr 19, 2016

Problems [+ New](#)

Problem	Start Date
Arthritis (disorder)	
Benign hypertension (disorder)	Apr 2016
Lower back pain	Jul 2007

Active Medications [+ New Med](#)

Drug	Medication and Insurance Coverage Details	Action
lisinopril	oral tab 10 mg Dose: 1 X DAY alksjL	Edit

Allergies: Medication [+ New](#)

No allergies specified. You may confirm this Patient has [no known medication allergies](#).

Results

Type	
CBC With Differential/Platelet	Sep 05, 2017
CBC With Differential/Platelet	Aug 09, 2017
CBC With Differential/Platelet	Jul 12, 2017
CBC With Differential/Platelet	Apr 27, 2017
CBC With Differential/Platelet	Apr 27, 2017

[View More](#)

Notifications

Possible Network Record Matches: [0](#)

Possible Duplicate Record Matches: [0](#)

Consents

☒ Share Patient Record outside of Practice

Messaging

This is a non-production system (app.demo.relayhealth.ca[v17.9.4762.1]) -[Click for details](#)-

[Data Administration](#)[Settings](#)[Help & Training](#)[Sign Out](#)

Dr. Silas Smith, MD

[Home](#)[Messages](#)[Results](#)[Patients](#)[View](#)[Your Message](#)[Patient Face Sheet](#)[Attach](#)[+ Add/Delete Files](#)[+ Appointment Request](#)[+ Web Link](#)[+ PreVisit Update](#)[Actions](#)[View Print Version](#)[Save as Draft](#)[Save as Template](#)[Delete Draft Message](#)

New Message to Patient

From Dr. Silas Smith, MD

To Patient * Donovan Cameron - DOB: Jun 9, 1945

CC FYI [Add](#)

CC Action [Add](#)

Subject *

Message [Tx Options](#) [Msg Template](#) [Lab/Test Results](#)  [Spell Check](#) [Appt Reminders](#)

Internal Notes

Simply type a message or:

- Use Message Templates
- Add/Delete Files
- Include web resources (Web Links)
- Set system appointment reminders

View**Your Message**

Patient Face Sheet

Attach

+ Add/Delete Files

+ Appointment Request

+ Web Link

+ PreVisit Update

Actions

View Print Version

Save as Draft

Save as Template

Delete Draft Message

New Message to Patient

From Dr. Silas Smith, MD**To Patient *** Donovan Cameron - DOB: Jun 9, 1945**CC FYI** [Add](#)**CC Action** [Add](#)**Subject *** Shingles vaccine**Message** [Tx Options](#) [Msg Template](#) [Lab/Test Results](#)  [Spell Check](#) [Appt Reminders](#)

As we discussed during your last visit, I recommend that you get the Shingles vaccine as soon as possible, given your recent health issues and family history. I have attached information about the vaccine as well as a link to request the appointment.

Please note the shingles vaccine is not covered by public health and there is a cost of \$150 for the vaccination.

Dr. Smith

Attachments

Link	Zostavax Shingles Vaccine Product Information	Delete
Appt. Request	Request an Appointment within 1 month	Delete

Internal Notes**Options** Notify me if unopened after days☒ Mark printed copies of this message as Confidential☒ Mark this message as a "Care Reminder"☐ Allow patient replies to thread**Use flags to:**

- Be notified if the message remains unread
- Mark as confidential
- Selectively allow patient replies

Send to Patient

Forward Draft to Colleague

Cancel

Broadcast Messaging

Patient Lists

[+ New Patient List](#)

List Name	Status	List Rules	Submit Date	Patient Count	
Women over 40	Completed	View Rules	Aug 22, 2017 6:22 AM	6	✕
Mirena					✕
Over 6					✕
All pati					✕

Provider

Practice

List Name *

Provider

Practice

Status

☒ Offline ☒ Online Primary ☒ Online Dependent

Gender

☒ Male ☒ Female

Age

from to Years

Filter by Birth

Month Day Year

ICD-9 Diagnosis

ICD-10 Diagnosis

Problem

Medication

[Select](#)

Result(s)

[Select](#)

Phone Number

☒ Yes ☒ No

Personal Health Record

☒ Yes ☒ No

Women over 40 - Patient List

6 Patient(s) found

Patient	NS Healthcard	DOB	Gender
Lily Hill		Jun 14, 1971	Female
Lynn MacLeod	0003429941	Mar 12, 1973	Female
Louisa Mayfair	1234567878	Nov 12, 1963	Female
Paige Middlebury		Apr 09, 1960	Female
Miriam Saulnier		Apr 14, 1974	Female
Jane Verrier		Jan 29, 1945	Female

Print List

Send Message to List

Export List

☐ Include Patient Health Data in Export

☐ Include Provider/Practice Names in Export

New Message to Patient List

From

Dr. Silas Smith, MD

To *

Multiple Recipients ([View](#))

CC FYI

Add

CC Action

Add

Subject *

Message

[Tx Options](#)

[Msg Template](#)

[Spell Check](#)

Print List

Send Message to List

Export List

☐ Include Patient Health Data in Export

☐ Include Provider/Practice Names in Export

Colleague Messaging

Message to Colleague

Recipients

Colleague Jolene MacIsaac, MD - NS-MacIsaac

CC FYI [Add](#)

CC Action [Add](#)

☒ **Attach Patient Health Record**

JOE BLACK Offline

Gender Male

DOB Oct 10, 1956

Date of Visit

mm/dd/yyyy

Compose Message

Subject *

Message * Findings Treatment Plan Comments Patient Instructions

[Message Templates](#) | [Check Spelling](#)

Messaging Options

Patient Health Record ☐ Share patient health record

I certify I have all consents required under applicable privacy laws to disclose this information. [Learn More](#)

Attachments [Attach a file](#)

[Attach a web link](#)

Print ☒ Print copy for chart

☒ Mark print copy as confidential


Notifications Notify me if unopened after days

Notify me if not replied to after days

Colleague Distribution Lists

Message to Colleague

Recipients

Colleague 

[Advanced Search](#)

☐ **Attach Patient Health Record**

Compose Message

Subject *

Message *

Findings

Treatment Plan

Comments

Messaging Options

Address Book

Contacts

Custom Lists

☐ Informal Consult [Add Recipient](#) | [Edit List](#)

☐ NS-Hull Family Practice

☐ NS-Oakwood Demo Practice

[New List](#)

OK

Cancel

CC FYI [Add](#)

CC Action [Add](#)

[Templates](#) | [Check Spelling](#)

Message History

View Message History

From	To	Patient	Subject	SentDate	Opened	Audit trail
<input type="checkbox"/> Dr. Silas Smith, MD	Lynn MacLeod	Lynn MacLeod	Clinical Results have been released to your Patient Health Record	Feb 03, 2017 02:36 PM	Yes	Audit trail
Check All - Uncheck All						Page 1 of 1
View Print Version Close						

View Message Audit Trail

Date/Time	Action	By Whom	Provider	Recipient
Feb 03, 2017 02:36 PM	Sent	Dr. Silas Smith, MD	Silas Smith	Lynn MacLeod
Feb 03, 2017 02:36 PM	Sent	Dr. Silas Smith, MD	Silas Smith	Lynn MacLeod
Feb 21, 2017 02:26 PM	Opened	Lynn MacLeod	Silas Smith	Lynn MacLeod
Page 1 of 1				
Return to Message History				

Messages are never deleted, only archived. For every message sent/received there is a message history and an audit trail.

Results Manager

Results Manager

Simple Search

Advanced Search

[Disclaimer](#) | [Print](#)

All Inboxes

Patient Name


View

Sort by Critical

Lynn MacLeod

CBC With Differential...

Oct 16, 2017

 **Lynn MacLeod**

MICROALBUMIN, RANDOM

Oct 16, 2017

Lynn MacLeod

CBC With Differential...

Sep 27, 2017

Select the desired result from the list to display it. [Learn why](#) RelayHealth changed how you view results.

Release to Patient

Mark as Reviewed

Release to PHR

Message Patient

Forward to Colleague

Assign

▼ Patient Information

Donovan Cameron Patient is Online
Gender: Male **Age:** 72 Years **DOB:** Jun 9, 1945 **Patient IDs:** NS HCN: 0012456129

► Order Details

▼ LIPID PROFILE

LIPID PROFILE - Final
Result/Status Change: Dec 28, 2007 4:00 AM ADT

Scheduled Release Date: Nov 09, 2017 10:38 AM ADT
[View Rule](#) | ✖

Analyte	Value	Flag	Reference	Units	Status	Site
TRIGLYCERID ES	420	H	<150	mg/dL	Final	RH
VLDL	SEE NOTE	H	5-40	mg/dL	Final	RH
THE CALCULATIONS FOR VLDL, LDL, AND LDL/HDL RATIO ARE NOT VALID WHEN THE TRIGLYCERIDE LEVEL IS GREATER THAN 400 MG/DL.						
TC	223	H	125-200	mg/dL	Final	RH
HDL	39	L	>40	mg/dL	Final	RH
HDL RATIO	5.7	H	< OR = "5.0"	mg/dL	Final	RH
CARDIAC RISK FACTOR: AVERAGE RISK						

Current Status

- Patients online: 11,476
- Physicians online: 228

Digital health can solve the problems every jurisdiction faces

- People need **better access** to Primary Health Care (either find more providers or find more time)
- Health care lags behind all other sectors in **modern communication technology** (dependence on paper and recall is slow, clumsy and vulnerable)
- Collaborative care must be **patient centered** (health information follows the patient regardless of the point of care)
- Health system **navigation** can be challenging (on-demand access to personal health information gives power to the patient)
- Protects against breaks in **continuity of care**

Critical Factors for Success

- Choose and support one, government approved system
 - It must integrate with lab and DI systems
 - It must integrate with hospital clinic reports
 - It must have integration with family physicians' offices
- Put the patient at the centre
- Ensure family physicians are engaged