



A virtual team for primary care providers

## March 2025 Newsletter

### HIS Update for Primary Care Providers

Niagara Health is committed to working with primary care providers and external partners to ensure high-quality patient care. If you're still having issues with HIS, please reach out to our SCOPE team.

They will escalate the matter to our HIS team, ensuring your concerns are tracked and followed up on promptly.



**If your matter is urgent, please call the HIS Service Desk 905-378-4647 Ext. 42850 PRESS 3.**

#### Defining what is urgent:

If your HIS issue has a direct and immediate impact on patient care, or if it causes a critical system failure that prevents staff from performing essential job functions, it is considered urgent.

Examples of urgent issues:

- Inability to access patient records or documentation needed for care.
- Critical system errors that prevent clinicians from ordering or administering medications.
- Issues affecting the accuracy of patient information or results (e.g., lab values, imaging).
- Problems with login or access to core functionalities that stop staff from performing time-sensitive tasks.

Thank you for your patience.

**Visit the Primary Care Provider webpage for ongoing updates**

### Updated Fax Verification and Report Delivery Change Form

A new and updated fax verification and report delivery change form is now available for providers who wish to update their report delivery preferences. A complete form is required for opting out of faxed reports after registering with HRM. This form serves two key purposes:

1. Fax Number Verification: Confirming the provider's current fax number.
2. Report Delivery Setup: Determining whether the provider wants reports sent via fax or not.

Documenting these changes is essential for auditing purposes and helps maintain accurate and reliable communication channels.

**Access the new**

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## SCOPE Internist On-Call and GIMRAC Referrals

The SCOPE internist on-call provides primary care providers with immediate consultation, as well as urgent assessment and management of patients' medical conditions.

To refer a patient to SCOPE or the GIMRAC clinic, [first register through SCOPE Niagara](#), then call SCOPE to speak with an internist. General referrals can also be faxed to 289-398-1055. Please include patients' information including their medical history and current medications with your referral.

**All GIMRAC referrals must go through SCOPE for internal medicine review to avoid delays in care.**

**When to refer to GIMRAC or call the SCOPE internist on-call:**

- DVT/PE investigations and treatment
- Infections: cellulitis, pneumonia, diabetic foot
- Cardiac concerns: atypical chest pain, arrhythmias, congestive heart failure
- Second opinions
- Respiratory issues: COPD, shortness of breath, respiratory infections, asthma
- Work-up for: abnormal test results and imaging
- Anemia
- Diabetes
- Syncope or dizziness
- Malignancy work-up
- Suspected autoimmune or rheumatologic conditions

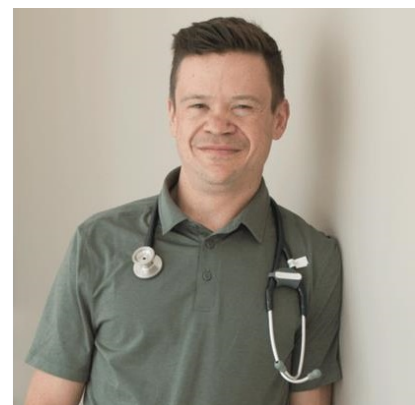
**Note: GIMRAC is an acute medicine clinic. Chronic conditions may be declined.**

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## SPOTLIGHT: Dr. Andre Maddison, Palliative Care Pathway Lead

SCOPE Niagara's palliative care pathway supports primary care physicians through immediate consultation and urgent assessment of palliative care needs. The pathway is led by Dr. Andre Maddison, with support from Drs. Jensen, Rouby and Weaver.

Dr. Maddison, an internist at Niagara Health for six years, completed his residency in 2018 with a focus on palliative care.



**Call the palliative care physician on-call if you:**

- Need help engaging a patient in palliative care
  - Have questions about medication and pain control
  - Need information on palliative care options in Niagara or assistance with referrals
  - Need to determine if a patient should be sent to the Emergency Department
  - Need advice on managing patient symptoms or psychosocial concerns
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**SCOPE Niagara is a partnership between Niagara Health, Niagara Practitioners Healthcare Alliance and Home and Community Care - as part of the Niagara Ontario Health Team.**

Visit the SCOPE Niagara website for ongoing updates

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### Regular Hours of Operation

Monday to Friday  
8:30 a.m. to 4:30 p.m.

### Contact Information

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