FREQUENTLY ASKED QUESTIONS (FAQS)

What is Ontario eHub (HIE)?

Ontario eHub enables hospital systems who use Oracle health tools such as Niagara Health and Hotel Dieu Shaver, to access external records within PowerChart, facilitating health information exchange (HIE) with long-term care homes (LTCH).

What is Project AMPLIFI?

Project AMPLIFI is the name of the project that is building connections between Oracle based hospitals within Ontario. These connections will allow an exchange patient data with any hospitals in Ontario who use the Oracle health suite of tools, and any LTCH in Ontario that use PointClickCare as their electronic medical record (EMR) system. This project aims to improve continuity for patients and increase patient safety by reducing transcription and medical errors during care transitions.

What is PointClickCare?

PointClickCare is an Electronic Health Record (EHR) System used at many Long-Term Care Facilities

What information is shared through this process?

Clinical information including allergies, medications, problems, and immunizations will be readily available and reconcilable directly in the patient's chart

What are the benefits to sharing data through eHub?

- Reduce time spent manually entering key clinical information into the patient's chart at time of triage by quickly and easily reconciling this data
- Reduce time and resources spent manually reviewing and transcribing printed records or faxes
- Minor changes to current triage, discharge, workflows that can be readily learned by accessing the available resources

How do I send information to the LTCH?

No extra effort required on your end. The information will be sent out automatically after discharge. Just make sure to wrap up and sign off all documentation prior to patient leaving so that the information is available.

How do I receive information from the LTCH?

A summary of the information will be automatically viewable in the 'Outside Records' tab for clinical role that has access to the "Outside Records" tab within the patient chart. Authorized staff may import information into our local hospital record.

Why am I still receiving paper charts from transfers?

You will receive paper charts from sending organizations until all elements of the patient's records are fully within the scope of the eHub.

Do I still need to send the paper record with the patients?

Yes, you will still be expected to send paper records to receiving organizations until all elements of the patients' records are fully within the scope of the eHub.

What is the difference between eHub and Connecting Ontario?

Connecting Ontario is a "Clinical Viewer" is just as the name implies (a viewer).

MEDICATIONS

Why does Route of Administration for PointClickCare medications come in as unknown?

Oracle is aliased to accept specific values, and if the information from PointClickCare is sent as free text, Oracle does not recognize the value and replaces it with 'Unknown.' This issue is only found through the Import function.

Why does the medication start date show the Continuity of Care Documents date for PointClickCare?
This pulls correctly for Oracle to Oracle.

If we do not get the last modified date from PointClickCare, which looks at the start date of medication, the import field pulls the date of the Continuity of Care Document.

Medication order details do not show the full details in the Import view.

Due to the fields the Import view is looking at dosage instructions, it does not include all the details.

Why does duration not go outbound or inbound? (i.e., if medication instructions included "take for 10 days", this duration would not be sent outbound).

Duration is not sent inbound or outbound. We do accept and send start and end dates; however, if this is written in the order comments it will not be sent outbound.

MAR vs home meds status, why is there an order for the MAR med and in an ordered status?

If medications are not administered and the patient is discharged, depending on when the cleanup "ops job" occurs, it may come across as ordered (ops jobs are processes in the background that will send information after the patient is discharged). This is a recognized scenario that may occur based on the difference in timing between the cleanup ops job and the discharge trigger ops job.

Do order comments go outbound to the Health Information Exchange?

Order comments do not cross to the Health Information Exchange.

What is the logic to the medication widgets?

In no specific order:

- If discontinued, voided, suspended, or inactive come across as the status, then the medication is inactive regardless of any dates.
- If there is no end date for the medication, it is set to Active and will forever be active.
- If the end date is populated, and if the current date is before the start date, the medication is inactive. If the end date is populated, and if the current date is before the end date, the medication is active.

ALLERGIES

Why do resolved allergies, diagnosis, and discontinued medications still populate the Import view in PowerChart?

Import information from Outside Records mPage does not recognize clinical status. It also is looking across every Continuity of Care Document in the External Document tab, which is pulling 6 months of documents.

In Oracle allergy import, onset date has a variance of 1 day, however it is correct in Continuity of Care Documents?

Depending on how it is sent, there is an offset being added, creating a day variance. Likely a code issue within Millennium assuming UTC time zone.

Oracle import is not recognizing reaction type of "intolerance"; Continuity of Care Documents does not display allergy vs intolerance.

Based on defaults set up in Millennium. Defaults to worst case scenario (allergy instead of intolerance), so this is acceptable.

What does it mean when there is a yellow triangle (yield sign) beside an unverified allergy?

When importing Allergies and you see a yellow triangle (yield sign), it means that the allergy cannot be checked for drug interactions (i.e. Food and environmental allergies). There will be a yellow message at the top of the section that says "Non-Multum Allergy. No interaction checking is available."
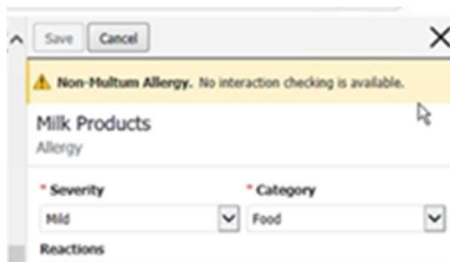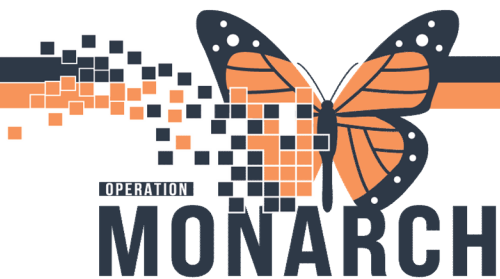
IMMUNIZATIONS

Why do some of the fields populate in the Comments from PointClickCare for immunizations?

When information is sent via free text, Oracle Health Information System puts those items in comments.

Why are immunizations from certain organizations populating in the medication widget?

Some organizations document their immunizations as a med order instead of using the immunization workflow. When this information is viewed in the Outside Records tab, the immunizations will display in the medication widget.

PROBLEMS

If there are duplicate problems from multiple sources in 'problems' component on import view, why is the onset date not the oldest date?

This feature is currently disabled and there is no planned roadmap of investment on the legacy code to provide this capability.

OTHER

Why are PowerForms not crossing over to the Health Information Exchange?

PowerForms must have an ORU interface to cross over. This is scheduled for a later phase of the project.

Why are clinical documents such as DynDoc or PowerNotes (Procedure note, ED Notes, Discharge Summary) not crossing over to the Health Information Exchange?

These will be sent as CDA wrapped PDF and are scheduled for a later project phase.

Why does the Import view not find a direct match for allergies, medications, diagnosis etc.? It states free text, and we must pick from a codified list?

Sites are using different systems for coding. We have seen some use IMO, ICD-10 CA, DSM-5, SNOMED CT. The system cannot directly match when the codified lists are different.

What happens when data comes for the Health Information Exchange as DD/MM/YYYY and our system uses a different format?

When information is saved or imported to the HIS, the date format of the site will be respected.

EHUB-HIE FAQS
HOSPITAL INFORMATION SYSTEM (HIS)

No laterality option for problems component on import.

This is correct, this is currently not supported.

Why does a saved outside record appear under the non-Encounter folder?

When an outside document is saved to the local patient chart, it becomes part of that patient's medical record; however, since it is an outside document and not part of the current specific encounter, it will fall under non-encounter.

Why are Chest X-rays and TB tests showing up in the "Immunizations" section of the Outside Records?

Hospitals may see Chest X-rays and TB tests show up in the immunizations section from patients coming from LTC homes. Many homes enter the admission TB tests and Chest X-rays in the immunization section of PointClickCare.