



Tips and Takeaways from Session 1: EMR Inbox Management

July 23, 2024, 12:15 to 1 p.m.

Presented by: Dr. Scott Laing MD, CCFP, MHA

Webinar recording link: [Session 1: EMR Inbox Management](#)

Partial Lab Reports

Problem

Receiving reports at sample collection as well as when each test is completed; results in multiple reports for the same testing causing confusion and wasting time.

Solution

Call LifeLabs (1-877-849-3637 ext 2) and ask to “turn off partial labs”.

Considerations

Critical lab results will still be directed to on-call as usual. You may still see some pending tests, like C&S, tests with long turnaround times, and tests sent to public health. This setting is also based on the ordering provider therefore, you will still receive partial labs if another clinician orders testing and does not have this feature turned off.

Finally, if a patient calls looking for their lab report prior to completion and you need the results ASAP, you may still access the completed tests through OLIS.

Duplicate HRM and Fax Reports

Problem

Receiving both HRM and faxes leads to clinicians receiving many duplicate reports.

Solution

Contact facilities using HRM and request to “Stop Paper” by locating the email address or phone number indicated by the facilities using the link below. The full list of HRM facilities is available here:

<https://www.ontariomd.ca/pages/sending-facilities.aspx>.

Considerations

It is recommended to ensure you are consistently receiving HRM reports from the sending facility prior to turning off faxed reports. However, if you are missing reports, you can request individual reports be faxed from the organization or you may be able to access through ClinicalConnect/Connecting Ontario.



Reminders/Delayed Messages Process

Problem

Arranging follow up testing for patients and receiving consent for referrals to be sent.

Solution

Diagnostic Imaging – Obtaining consent for the repeat testing when communicating the initial results.

If repeat testing is due within a short time frame (~ 6 months), then referrals should be sent as soon as the patient consents to repeat testing. For testing due much later, a delayed message can be a helpful reminder to ensure testing is completed.

Laboratory Services – Laboratory requisitions are valid for 6 months, so patients may be provided with a requisition at the time of initial discussion. For important testing that is needed later, a delayed message can be used to ensure testing is completed. Emailing these requisitions to patients may help reduce administrative staff time, and a template can help speed up this process.