

## Digital Health, a Shared Health Service

In April 2019, a new provincial Digital Health service was created to support the systems, services and technology needs of Manitoba's health organizations. Information technology staff from Manitoba's Regional Health Authorities, Manitoba eHealth, Shared Health (formerly Diagnostic Services of Manitoba) and CancerCare Manitoba came together to create Digital Health, a service within Shared Health. As Digital Health, we continue to focus on supporting and improving the electronic systems used in delivering health-care services. Please note as a result of this name change that there have been changes to email, website and solution support addresses.

Home Clinics in Manitoba have actively been enrolling patients as part of their commitment to coordinate and provide primary care throughout a patient's life. This foundational step is now enabling information sharing opportunities between a patient's Home Clinic and providers of episodic care (e.g. walk-in clinics, emergency departments and others).  
SEE THE INFOGRAPHIC ON PAGE 2 TO LEARN MORE.

## Here's what clinics and providers are saying about information sharing opportunities in Manitoba

### 1 Client Registry Query Service

"CR Query is awesome!" Pritchard Farm Health Centre uses the service to validate new patients and locate health card information for new baby first visits.

Tuxedo Family Medical Centre also uses the CR Query Service to validate patient information and finds it easy and helpful when registering walk-in patients.

### 3 Accessing enrolment information in eChart

Dr. Carol Holmes, a family physician who also has a walk-in practice at Agassiz Medical Centre in Morden, notes "sometimes the patient is unsure who their family doctor is and they're not from our clinic. eChart can help fill in the gaps which can be especially helpful when the patient's condition is something more significant. Connecting with the right primary care provider helps bridge the walk-in care with the patient's overall health-care plan."

Dr. Harsahil Singh, a family physician in Thompson who also practices in the Chemotherapy unit in Thompson General Hospital, has also seen benefits from accessing enrolment information in eChart. "Patients are fairly mobile, they can switch communities and move from one place to another." Enrolment information in eChart helps him connect with Home Clinics in sending follow-up letters for chemotherapy patients from outlying northern communities.

### 2 Using the Home Clinic Enrolment Service

Dr. Mark Duerksen from Steinbach Family Medical is using the Enrolment Service and shares that it is "an efficient, accurate way to keep enrolment accurate."

"It saves a lot of time," notes Chris Banewski, Office Manager at Seine River Medical Clinic. "The Enrolment Service has made it more manageable for me to stay on top of my enrolment records as I can work directly from the EMR."

To learn more about accessing these services from your Certified EMR, visit the Manitoba EMR Certification Status webpage

<https://sharedhealthmb.ca/health-providers/digitalhealth/manitoba-emr-certification-status>

Click on the status table image for up-to-date information!

## Coming soon: Home Clinic Client Summary Service

The Home Clinic Client Summary Service will provide a secure method for Home Clinics to submit enrolled patient key health information from a Certified EMR Product for the purpose of producing a standardized Client Summary document. Home Clinic Client Summary documents will be stored in eChart in the Primary Care Home Clinic folder and will be accessible to authorized health-care providers in support of direct patient care. EMR requirements were released on September 11, 2019 to vendors of Certified EMRs and are available on the Shared Health website at

<https://sharedhealthmb.ca/health-providers/digitalhealth/emr-certification-specs>.



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Manitoba

## Home Clinic Information Sharing

*Building on the established foundation of Home Clinics and patient enrolment, Manitoba is introducing new information sharing to support patient care in alignment with the Provincial Clinical and Preventive Services Plan. This will facilitate collaboration and interprofessional care planning between primary care and the overall health system, in support of integrated local networks of providers coordinating care in an efficient and sustainable manner.*

### What is the change?

Clinics register new patients and validate demographic and health card information by connecting to Client Registry from within a Certified EMR.

Home Clinics submit enrolment data to the Home Clinic Repository, manage client enrolment, and receive remediation messages, all from within a Certified EMR.

Health-care providers access eChart Manitoba to retrieve enrolment details including Home Clinic name, phone number, enrolment start and end dates and any associated main Primary Care Provider.

Home Clinics submit a Home Clinic Client Summary to eChart Manitoba, sharing key clinical information on enrolled patients from a Certified EMR.

Health-care providers access eChart Manitoba to retrieve details on home care services provided, contact information for the Home Care Case Coordinator and the status of applications for Personal Care Homes or Supportive Housing.

**eHealth\_hub -  
Client Registry  
Query Service**

**eHealth\_hub -  
Home Clinic  
Enrolment Service**

**Enrolment  
information in  
eChart Manitoba**

*In the near future*  
**eHealth\_hub -  
Home Clinic Client  
Summary Service**

*In the near future*  
**Home Care  
Summary in  
eChart Manitoba**

### How can this support patient care?

Patients can experience reduced time to be registered at a clinic, because the clinic can download health card information from Client Registry. Patient identification is improved and demographics are validated to improve patient safety and EMR data quality.

Patients are enrolled to Home Clinics in a timely, accurate fashion. This sets the foundation for information sharing between their primary care and other health-care providers.

Patients are supported in their care as episodic care providers can easily identify and access Home Clinic information. This enables episodic care providers to easily connect with primary care providers.

Patients are supported in their care as episodic care providers have efficient access to a reliable, consistent source to validate key health information. This enables care providers in making timely, informed decisions.

Patients are supported in their care by connecting health-care providers with their key home care information for review and confirmation. This enables continuous, quality care.

### For more information about:

- eChart, visit: [echartmanitoba.ca](http://echartmanitoba.ca)
- Home Clinics, visit: [sharedhealthmb.ca/health-providers/digitalhealth/home-clinics](http://sharedhealthmb.ca/health-providers/digitalhealth/home-clinics)
- Certified EMRs, visit: [sharedhealthmb.ca/services/digitalhealth/emr](http://sharedhealthmb.ca/services/digitalhealth/emr)

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