

## Home Clinic Enrolment Service FAQ

### 1. What is the Home Clinic Enrolment Service?

The Home Clinic Enrolment Service is an eHealth\_hub interface that provides the ability to enrol patients from within a Certified EMR. This service provides Home Clinics with an efficient method to manage client enrolment and submit the enrolment data to the Home Clinic Repository.

### 2. What are the benefits of using the Home Clinic Enrolment Service?

The Enrolment Service will provide the following benefits to Home Clinics:

- Improved accuracy and timeliness of enrolment
- Fewer enrolment rejections
- Timely validation of enrolment data errors within the EMR
- Up-to-date remediation notifications of conflicts in enrolment data delivered directly to the EMR
- Elimination of manual entry in Home Clinic Portal to update enrolment records

### 3. What are the prerequisites to get this service?

You must be an active Home Clinic using a Manitoba Certified EMR that has achieved certification to the Enrolment Service component. Please refer to the Manitoba EMR Certification Status table to determine if your vendor has achieved certification or is in the process of certifying to this service. To access the table, visit <https://sharedhealthmb.ca/health-providers/digital-health/pcis-office/manitoba-emr-certification/certification-status/>.

If you are a current user of eHealth\_hub services you will need to sign a new Enrolment Service module to append to your eHealth\_hub Service Agreement. If you are new to eHealth\_hub services, a Service Agreement will require signature at the site level within your Home Clinic. To learn more about eHealth\_hub services visit <https://sharedhealthmb.ca/services/digital-health/ehealth-hub>.

### 4. How will using the Enrolment Service change how our Home Clinic completes patient enrolment?

Once your Home Clinic is using the Enrolment Service, enrolment data entered into your EMR will be sent directly to the Home Clinic Repository for processing. The EMR will alert users if enrolment data entered is incomplete (e.g. missing Enrolment Start Date) before being permitted to submit the information to the Home Clinic Repository. Once submitted, additional checks are in place to minimize common enrolment rejections (e.g. main Primary Care Provider not associated to the Home Clinic). Outcomes of these validation steps will be made available to EMR users in a timely fashion via notifications accessible directly from within the Home Clinic's Certified EMR. Once full processing and comparison of the enrolment information has taken place, Home Clinics will receive up-to-date remediation messages directly into their EMR.

The validation processing and remediation messaging supports more streamlined and efficient enrolment processes for Home Clinics by enabling the Certified EMR to be the single system in which Home Clinic users can manage enrolment and enrolment remediation.

## **5. What impact will the Enrolment Service have on remediating enrolment records?**

Use of the Enrolment Service will enable timely validation and remediation messages for patient enrolments through an interface with your Certified EMR and the Home Clinic Repository. Staff can manage any errors at the time of the validation response or defer the error to be dealt with at a later date enabling flexibility in clinic workflows. Timely validation of enrolment can reduce the volume of certain errors (such as when a main Primary Care Provider is not set-up correctly) leading to less time spent remediating enrolment records.

## **6. Do I need to continue to submit the Primary Care Data Extract (PCDE)?**

Yes. Submission of a monthly PCDE to Manitoba Health is still required on an ongoing basis. This supports population of data into your Primary Care Report for Home Clinics. This can provide your Home Clinic with a better understanding of your EMR data which in turn assists your clinic with providing quality comprehensive care to your patients including prevention and management of chronic conditions. Use of Primary Care Quality Indicators (PCQIs) along with alerts and reminders included in the Primary Care Quality Indicator Reminders and Data Extract Specification support efficient workflows in the prevention and management of certain chronic conditions. In addition, fee-for-service clinics will require submission of the PCDE to Manitoba Health to support applicable Family Medicine tariff claims.

## **7. Is there functionality to help check if our EMR enrolment data matches the Home Clinic Repository?**

Yes. Due to enrolment conflicts or rejections, sometimes the EMR enrolment data may not match the Home Clinic Repository. The Home Clinic Portal includes a reporting option to provide your Home Clinic with a full list of enrolled patients including their main Primary Care Provider (if applicable). Your Home Clinic Liaison can provide individualized support on running the report and using it correctly. Details on this reporting option can be found in the [Generating a List of Enrolled Clients](#) quick reference guide.

## **8. How do I request this service?**

Once the vendor certification prerequisite is met, clinics can use the application form for eHealth\_hub services, which includes the Home Clinic Enrolment Service. This can be found by visiting the eHealth\_hub page at <https://sharedhealthmb.ca/services/digital-health/ehealth-hub>. Active Home Clinics can also contact their Home Clinic Liaison for support.

If your vendor is not currently certified for the Enrolment Service, we recommend speaking with them to better understand their future plans.

## **9. After I request the Enrolment Service, how long will it take for me to be able to use the service?**

On acceptance of an application form, Home Clinics should expect an implementation timeline of four to six weeks once approved to be provisioned for the Enrolment Service. Clinics with no pre-existing eHealth\_hub services may require more time as Service Level Agreements will need to be in place prior to go live. Digital Solutions Facilitators at Digital Health, Shared Health will assist clinics in understanding the technical requirements in consultation with your Home Clinic Liaison.

## **10. What do we need to do to prepare?**

Home Clinics should receive training from their EMR vendor to ensure a full understanding of how the Enrolment Service was developed and configured in the Certified EMR. Home Clinics should know how to capture enrolment status, enrolment start and end dates, associate a main Primary Care Provider, and, if applicable, work with multiple Home Clinics within a shared EMR instance. In addition, Home Clinics should have knowledge and training on the location and management of remediation messages which will now be available from within the Certified EMR. We also encourage Home Clinics to be in close contact with their Home Clinic Liaison who can provide customized support and guidance based on your individual clinic needs to assist with understanding the impact on enrolment for your Home Clinic.

## **11. Will patient enrolment information be shared with other providers?**

Yes. As of January 2019, patient enrolment details are available in eChart Manitoba to authorized users with the appropriate access. Enrolment details including Home Clinic name, phone number and enrolment start and end dates will be available as recorded in the Home Clinic Repository, along with the associated main Primary Care Provider (if applicable). Sharing patient enrolment information supports improved communication opportunities between episodic care providers and Home Clinics, enabling comprehensive and continuous care for your enrolled patients.

## **12. Who do I contact for assistance with using the Home Clinic Enrolment Service?**

Your vendor is the first point of contact on how to use your Certified EMR to enrol patients successfully using the Enrolment Service.

If you have questions regarding your Home Clinic, client enrolment or functionality in the Home Clinic Portal contact your Home Clinic Liaison or the Home Clinic Team at:

- Phone: (204) 926-6010
- Toll-free: 1-866-926-6010
- Email: [homeclinic@sharedhealthmb.ca](mailto:homeclinic@sharedhealthmb.ca)

If you encounter technical issues (e.g. system connectivity errors when attempting to submit enrolment or retrieve enrolment remediation messages) please contact the Shared Health Service Desk at:

- Phone: (204) 940-8500\*
- Toll-free: 1-866-999-9698
- Email: [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca)

\*Please ensure that you contact the Service Desk by phone for higher priority requests.