



A virtual team for primary care providers

## January 2025 Newsletter

### NH Hospital Information System (HIS) Update for Primary Care Providers

We appreciate your patience and support during the implementation phase of our new Hospital Information System (HIS) for Niagara Health and Hotel Dieu Shaver Health and Rehabilitation Centre. We are writing to provide an update since launching on Nov. 9, 2024.



**Health Report Manager (HRM):** Please be advised that Health Report Manager is now live with Medical Records. Updates on Dec. 13 and Dec. 19 resolved some of the Diagnostic Imaging (DI) report issues affecting office EMRs since Nov. 9, 2024. The NH Hospital Information System team is working diligently to further stabilize the reporting environment and reduce remaining issues affecting office EMRs.

**Outbound Fax Routing:** Faxing of reports was increased to account for the issues with HRM report delivery. This resulted in an overwhelming volume of faxes in the queue. Niagara Health has printed all relevant pathology, DI, Lab, and other reports and delivered them to provider offices by courier for your records and for review.

Provider offices, please always keep your FAX machine available. The team is also addressing ongoing report delivery feedback such as duplicate reports being faxed out and missing information.

If you have specific reports that you have not received, or missing information, please utilize ClinicalConnect or do not hesitate to contact the Health Information Management Department (Health Records) at a respective NH site.

**Work Queue Monitor (WQM):** An audit has been conducted on all incoming faxes waiting in the queue, and all queues are under review. Please contact the anticipated receiving service if no response to your inbound fax has been received.

**ClinicalConnect:** We are pleased to inform you that data from Niagara Health and Hotel Dieu Shaver (HDS) is now fully accessible in ClinicalConnect.

#### Key updates:

*Visits Data:* From November 9, 2024 onwards is identified with "NH" as the source.

*Clinical Data:* Accessible from November 9, 2024, onwards in ClinicalConnect.

*Walker Family Cancer Centre (WFCC):* Data remains available, identified with "WFCC" as the source.

*Historical Data:* Clinical data prior to November 8, 2024, at 23:00 (11:00 p.m.) will continue to be accessible and is identified with "NHS" as the source.

**OLIS:** The NH Technical and Lab teams, in collaboration with Ontario Health, are working together to enable real-time lab data transfer to OLIS. Testing is expected to take four to six months, from November 9, 2024. Some data (e.g., Chemistry, Microbiology, Pathology) may become available sooner as testing progresses. For urgent lab results, contact the NH Lab directly.

If you have specific reports that you have not received, please utilize ClinicalConnect or do not hesitate to contact the Health Information Management Department (Health Records) at a respective NH site.

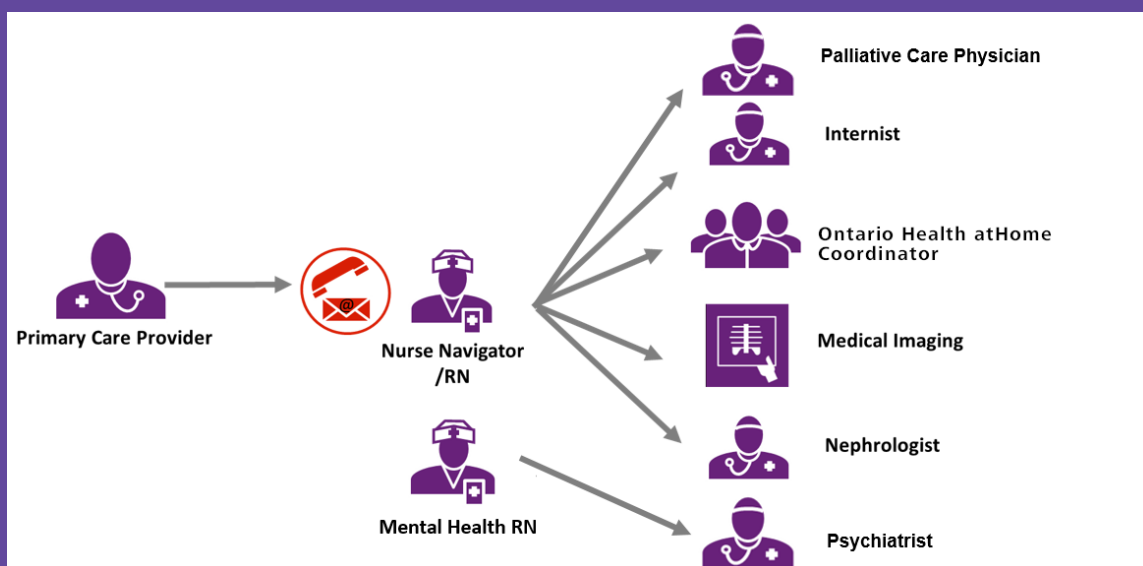
Thank you for your continued patience as we continue Niagara Health's transformational change with the new HIS.

## SPOTLIGHT: Dr. Ali Jahed, SCOPE Physician Lead, Medical Imaging

Dr. Ali Jahed is a radiologist at Niagara Health. He holds an MSc and PhD in anatomy from Queen's University and completed medical school at Western University.

Dr. Jahed completed his radiology residency at the University of Toronto, followed by a fellowship in musculoskeletal radiology. He has been practicing at Niagara Health since finishing his training in 2016.

In his spare time, Dr. Jahed enjoys training for triathlons and will complete his third half Ironman race this summer.



### SCOPE provides primary care practitioners quick access to the following services:

- Internist on-call: Consult with GIM, access GIMRAC clinic if GIM approves.
- Ontario Health atHome: Connect with OH@H for home and community care support services for new or existing patients with complex or chronic care needs.
- Navigator: General advice and assistance navigating hospital, community and SCOPE services for your patients.
- Medical Imaging: Consult with a radiologist about different tests or escalating urgent imaging requests.
- Nephrology: Consult directly with the on-call nephrologist.
- Palliative Care: Connect directly with a palliative care physician for immediate consultation, assessment and management of palliative patients.
- Mental Health: Connect with a psychiatrist directly for questions about medications, LAI, treatment options and available resources. CAPS appointments may be expedited, when necessary.

Dr. Rafi Setrak is Chief of Emergency Medicine at Niagara Health. This column appeared in the [St. Catharines Standard](#), Niagara Falls Review and Welland Tribune.

I have been an ED doctor in Niagara for over 17 years — just over half of my career in medicine. In fact, there is a good chance I've treated you or someone you know. So, please allow me to share some inside perspectives on our challenges and how you can help us provide timely care to those who need it most.

[Read the full column.](#)



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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.**

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