

OSCARv15 EMR GUIDE



OSCAR, an acronym for Open Source Clinical Application Resource, is an EMR best suited for use using Mozilla Firefox. Please ensure that you are browsing the program using the latest version of Firefox in order to optimize the use of all of the program's functions.

<https://icha.oscargogo.com>

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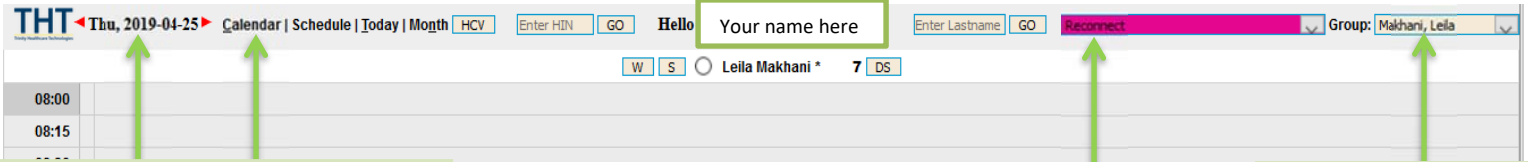
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- How-to **Shadow Bill**

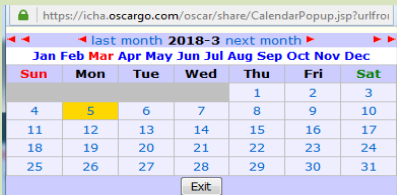
SCHEDULES and APPOINTMENT BOOKING

Create and adjust bookings according with access to physician schedules based on site or collaborative groups

Upon logging into OSCAR, you're welcomed with a schedule – either your most commonly used or recently opened. To open and book on the correct schedule, ensure **date**, **site** and **provider** are selected



DATE: The schedule date can be changed by using the red toggles (◀▶) to scroll day-by-day, or by selecting *Calendar*. Using the *Calendar* window will allow you to select a day weeks out with ease.



"Today" will refresh your screen and bring you back to your current schedule. If your schedule ever disappears, select **"All"** to reinstate the schedule screen.

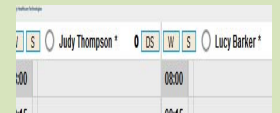
Calendar **All** Today | Month

SITE: This drop down will allow you to select from your roster of clinic sites.

Please note: All OSCAR users are assigned to *Virtual Office* but should not be used for appointment booking



PROVIDER: This drop down will allow you to select from a list of providers and provider groups that are connected to the site you have selected. *Groups display multiple providers on one schedule*



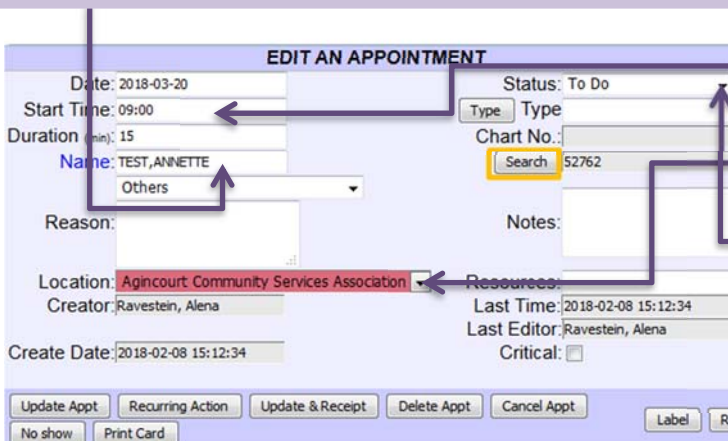
BOOKING AN APPOINTMENT

Ensure browser's pop-up blockers are deactivated**

1) Click on a timestamp in your open schedule and an the **EDIT AN APPOINTMENT** window will appear (see image below)

*** It is important that physician schedules are completed accurately reflecting; length of appointments, **No Shows** and **Cancellations**, correct physician, accurate site, linked demographic and in the correct time slot. This is all credible information necessary for ICHA's ongoing data collection submitted to funders and researchers alike.

2) Attach patient (Jane Smith) to appointment using this format: **Smi, Jan** and click **Search** You'll know you've successfully added a person to the appointment when the demographic number appears beside Search and demographic info (tel., alerts, appt. history) appear



3) Manually edit duration/date/time as needed

4) Ensure site location is accurate (this is a common error and results in missing/disappearing appointments)

5) Update status as necessary i.e **Here, Non-face-to-face** etc. Never delete appointments, unless truly a mistake.

****Use Cancelled and No Show****

If you are unable to find a patient through the appointment window search, refer to the Toolbar SEARCH (instructions on pg.2)

MASTER RECORD and UPDATING PATIENT DEMOGRAPHICS

To view/edit patient information, you are able to access the Master Record through: scheduled appointments, Search or in the eChart. During each appointment, take a look through the existing record and confirm demographic information is current and accurate.

08:00	
08:15	
08:30	
08:45	
09:00	Test,Annett E2 E In B Rx
09:15	
09:30	
09:45	

Patient Search

Name: test, ann Search In

Results based on keyword(s) : test, ann

Demographic No.	Module	Name	Cha No.
5276	E B Rx	Test, Annette	

MRP DR. NEHA BHUPTANI TEST, ANNETTE

Preventions	Social History
Flu ... 08-Feb-2018	
HepA ... 08-Feb-2018	
HIV ... 08-Feb-2018	
MAM ... 08-Feb-2018	
H1N1 ... 05-Jan-2018	
Tickler	Ongoing Conce
Disease Registry	

MASTER RECORD TEST, ANNETTE U 29 years Next Appointment: 2019-10-26 Sat 10:00

APPOINTMENT PATIENT Name Search Inactive All

DEMOGRAPHIC

Last Name: TEST
 First Name: ANNETTE
 Middle Name:
 Preferred Name:
 Title:
 Sex: U
 Age: 29 (DOB: 1989-12-13)
 Language: English
 Spoken Language: Armenian

OTHER CONTACTS: MANAGE CONTACTS ADD FAMILY MEMBER

Care Giver: Doe,Jane 555-8888 doe.jane@fakemail.com
 Case Worker: Doe,Jack 416-555-5555 ext 103 doe.jack@fakemail.com

CLINIC STATUS (ENROLLMENT HISTORY)

Roster Status:
 Date Rostered:
 Termination Date:
 Patient Status: AC
 Patient Status Date: 2017-11-29

CONTACT INFORMATION

Phone(H)(History): 905-555-5555
 Phone(W)(History):
 Cell Phone(History): 647-555-5555
 Phone Comment: Can leave appt info on vm
 Address(History): 123 Jane Lane
 City: Toronto
 Province: ON
 Postal:
 Email: annettest@gmail.com
 Newsletter: Unknown

HEALTH INSURANCE

Health Ins. #: 12345678910 UCI
 Health Card Type: OT
 Effective Date:
 Expiry Date:

PATIENT CLINIC STATUS

MRP:
 Nurse:
 Midwife:
 Resident:
 Doctor:
 #:

ALERT

pick up ODSP package!!

Rx INTERACTION WARNING LEVEL

PAPER CHART

Archive
 Archive Dat
 Program which Archiv

Annotations:

- To edit existing information, select **EDIT**
- Phone #: Update this information at **EVERY** appointment. Can include case mgr, shelter, or alternate contacts
- Phone Comment: A note must be provided if the patient has acknowledged consent re: leaving vm msgs, speaking with relative or sharing information with support workers.
- Email: If preferred, upload consent to patient's
- Health Ins. #: This will autofill on all of the patient's referrals, requisitions and consultation requests. Include all OHIP/non-Ontario/IFH documentation and scan copies to upload into the patient's **Documents**.
- Adjust **Patient Status**: from Active (AC) to acknowledge transfers (T) and deaths (D)
- Update **ALERT** to appear in appointment window as needed
- Enter MRP, Nurse, Resident information for provider to receive auto forwarded results to their inbox

SHORT CUTS, DOCUMENTS and APPOINTMENT HISTORY

Access patient **Documents** and upload scanned records

---Add Document ---Add Link ---Add HTML

Select Type Add New Enter Title Old Date (yyyy/mm/dd) 2018/05/07

Browse No file selected. Restrict to current program

Add Cancel

Report Class: Select Class Report SubClass: Restrict to current program

TEST, ANNETTE's Private Documents View All

Document Descriptions	Content	Type	Creator	Responsible	Date	Reviewer	View Status	Published
test		png	OSCARDIG, DOCTOR		2018-01-17	---	T	

Done - Close Window Print - Combine PDFs

View patient's **Appointment History**

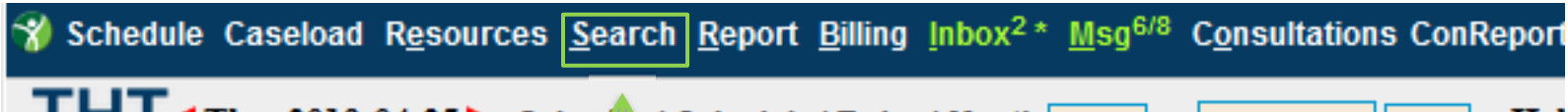
History Results for Demographic: TEST,ANNETTE(52762) Help | About | License

Back	APPT DATE	FROM	TO	Status	Type	REASON	PROVIDER	COMMENTS	Location
Show Deleted	2018-03-20	09:00:00	09:14:00	To Do			Test,Ann	To Do	CMHA
Add Appointment	2018-02-08	09:00:00	09:14:00	To Do			Zikman,Sharon	To Do	Hope Clinic
	2018-01-03	08:00:00	08:14:00	To Do			Ravestain,Alena	To Do	Agincourt Community
	2018-01-02	10:00:00	10:29:00	To Do			Ravestain,Alena	To Do	East-03
	2017-11-20	10:00:00	10:14:00	To Do			Chopra,Sabeena	To Do	Sistering

SEARCHING for EXISTING ICHA PATIENTS

ICHA's EMR database houses the records of 4000+ patients.

Even if it is your first interaction with the client, it is more than likely that a chart already exists within OSCAR. To prevent spreading essential information across multiple charts, we rely on a thorough **Search** prior to creating a new patient record.



Search is found in the top tool bar of OSCAR's main schedule page (the screen that opens upon login)

Name Help | About

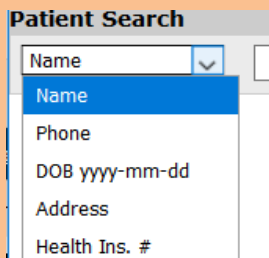
Results based on keyword(s) : tes, ann

Demographic No.	Module	Name	Chart No.	Sex	DOB yyyy-mm-dd	Doctor	Roster Status	Patient Status	Phone	Site
52762	E B Rx	Test, Annette		F	1989-12-13 _			AC	905-	
982	E B Rx	Test, Annie		F	1990-09-01 _		RO	AC	905-345-2351	Inner City Family Health Team

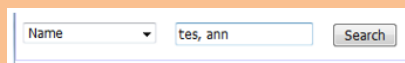
*Sorts by demographic number
^Sorts by last name

[Create Demographic](#)

1) Using the Search dropdown select from an identifier.



2) Enter **Name** (las,fir), **DOB**, **OHIP** or **Phone** etc. into corresponding text box depending on the identifier that has been selected.



Click

3) Exhaust all identifier options. Still No results? Click to include inactive clients.

4) If the patient is still not found –



Refer to instructions on **pg. 3** to learn how to enter pertinent demographic information on a new Master Record.

CREATING A PATIENT CHART

If a patient seems unfamiliar or has told you that they have never been to your clinic site before, this may be accurate but ICHA provides services throughout the city. It is important to thoroughly *Search (pg.2)* prior to creating new patient records. Please take note of the steps and guidelines below:

Although not necessary to access ICHA's services, ask patient to please provide ID/documents to ensure spelling and insurance details are accurate. Upload these documents to the chart (see pg.5 and 8 for uploading instructions)

Record

Last Name: test
 Preferred Name:
 Language: English
 Spoken:
 Address:
 Province: ON-Ontario
 Phone (H): 905- Ext:
 Cell Phone:
 Newsletter: Unknown
 Email:
 DOB (yyyy-mm-dd): yyyy - 06 - 15
 Health Ins. #: Ver:
 HC Type: ON-Ontario
 Country Of Origin: -Not Set-
 SIN:
 MRP:
 Midwife:
 Referral Doctor:
 Roster Status: Add New
 Patient Status: AC - Active Add New
 PHU: Select Below
 Add patient to waiting list: --Select Waiting List--

First Name: ann
 Middle Name:
 Title: -Not Set-
 City: Toronto
 Postal:
 Phone (W):
 Phone Comment:
 Aboriginal: Unknown
 PHR UserName:
 Sex:
 *EFF Date:
 *Expiry Date:
 Cytology #:
 Nurse:
 Resident:
 Referral Doctor #:
 Date Rostered:
 Chart No.:
 Waiting List Note:
 Date of request: (yyyy-mm-dd)
 *End Date:

Add legal name to first/last sections to prevent barriers when accessing OHIP

Communicating via Email will require a signed consent (available in eDocs)

Enter insurance information (OHIP, UCI, IFH, out-of-province) and select type.

- NFA
- Shelter
- Clinic Site
- Personal
- Mailing

Enter Expiry and Effective dates for UCI/Refugee Claimant Information

ALWAYS ask for up-to-date contact information at every appointment and provide phone comments. Examples:
 "Ok to leave voicemail"
 "Give appt info to Mom"
 "Caseworker: 555-5555"

Add as much information as possible. Things like **Spoken Language, Country of Origin** etc. can all be used to gather crucial data for improving tools and services available to our partners.

- Sites Assigned:**
- Agincourt
 - Community Services Association
 - Assessment Clinic
 - At Home Program
 - Birchmount

Assign patients to sites by clicking on the checkbox beside Virtual Office and the Site your affiliated with. This provides clarity when searching, performing privacy audits and continued access to the patients chart

Alert: need new phone #

Notes: Updated Version code 04/09/2018

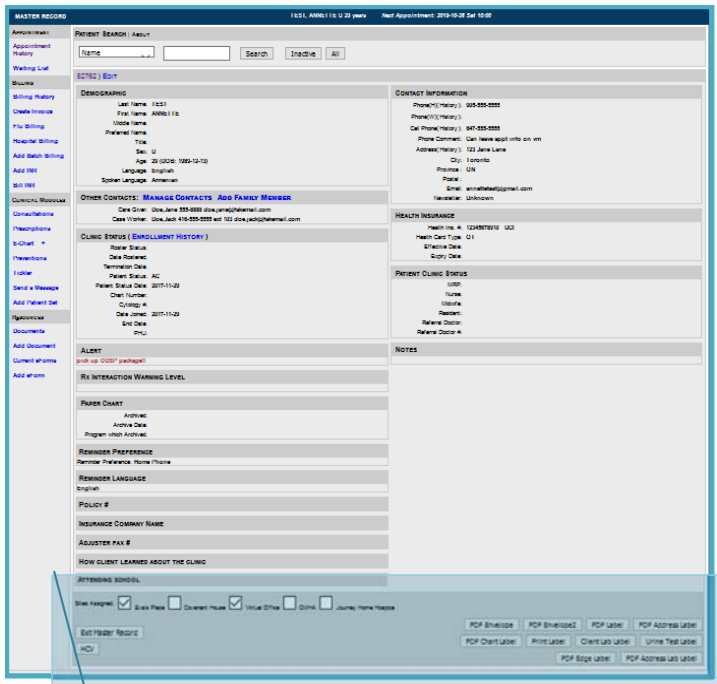
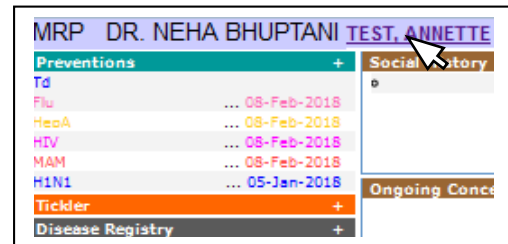
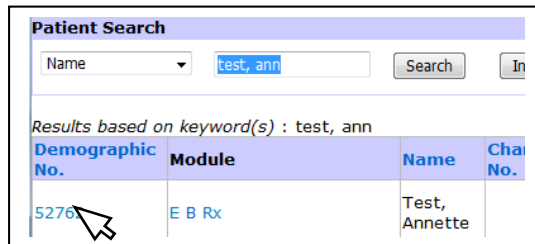
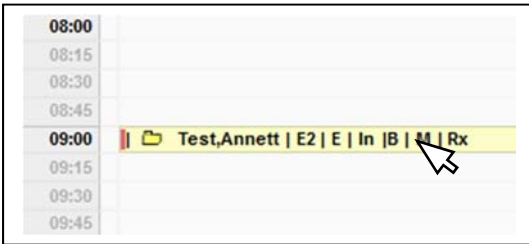
Reminder Preference: Phone(H) Phone(W)

Add text to appear in the appointment window using the **Alert:** section of the **Master Record** to communicate with your team.

Alert: need new phone #	
MAKE AN APPOINTMENT (Alena Ravestein)	
Date (Mon):	2018-04-09
Start Time:	09:00
Duration:	15

PRINTING LABELS and ASSIGNING a SITE

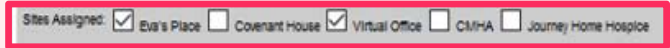
Also in the Master Record, OSCAR users will need to assign records to the site they are connected with. There is also a label printing function available that can be used when collecting specimens at your clinic site.



All patients will need to be assigned to the sites they have visited in the *Sites Assigned*: section. This can be found at the very bottom of the Master Record.

In a traditional clinical setting, patient information would be siloed based on the site they are affiliated with. In our case, ICHA patients may transition from one site to another; all depending on where they are staying or accessing services on that particular day. To create seamless access to charts, **Virtual Office** site assignment connects all ICHA patients under one unified site.

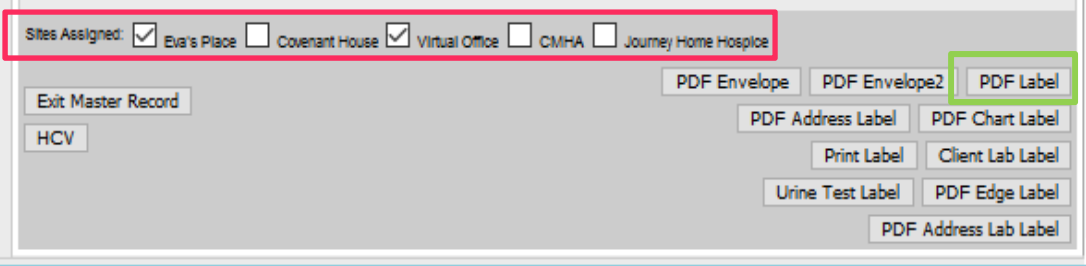
Ensure each patient you encounter is attached to the site you're assigned to along with the *Virtual Office* site option.



Laboratory specimen labels are available to OSCAR users in the bottom right corner of a patient's Master Record.

PDF Label will produce a label with the patient's name, OHIP and contacts all auto-populated. When printing, select your site's label maker from printer options or print as usual and secure to specimen.

TEST,ANNETTE_CHART#:
 HIN:12345678910 UCI SEX:U DOB:13/12/1989
 123 Jane Lane Toronto,ON
 HOME: 905-555-5555 CELL: 647-555-5555



USING the OSCAR INBOX

The OSCAR Inbox is where you will be forwarded documents from the Virtual Office pertaining to the care of ICHA patients

Select Inbox in OSCAR top toolbar found above the clinic schedule.

The Inbox window will then open and you'll be able to view the contents

Most items will be attached to patient and their chart. If there is a document marked Not, Assigned – Open the item, enter correct demographic and then click **Save**

Health Number	Patient Name	Sex	Result Status	Date of Test	Order Priority	Ack #
[REDACTED]	[REDACTED]	M		2018-03-16 / 2018-03-16	----	0
[REDACTED]	[REDACTED]	T		2018-03-15 / 2018-03-15	----	1
[REDACTED]	Not, Assigned			2018-03-15 / 2018-03-15	----	0
[REDACTED]	Not, Assigned			2018-03-15 / 2018-03-15	----	0
[REDACTED]	[REDACTED]	F		2018-03-14 / 2018-03-14	----	1

Once you click on an item in your inbox, it will open the document in a separate window.

Document Uploaded: 2018-09-17 11:12:25
 Content Type: pdf
 Number of Pages: 1 of 1
 Document Type: Appointment Notification
 Document Description: April 28th @ 5:30pm MR
 Observation Date: 2018-09-17
 Demographic: TEST, ANNETTE Send to MRP
 Flag Provider: [REDACTED]
 Creator: RAVESTEIN, ALENA
 Linked Providers:
 • Ravestein, Alena
 • 1638
 • 1637
 • Agarwal, Parul
 • Singh, Puneet

Review linked providers, Flag Provider if you want to add someone to the dialogue.

Review ongoing dialogue of comments created by linked providers.
 EXAMPLES:
 "patient aware"
 "booked f/u"
 "updated OHIP"
 "msg'd caseworker"

Use the shortcuts found at the top of the document window to perform the actions listed below:

Acknowledge Comment Forward File Close Print Msg Tickler E-Chart Master Appt History Refile

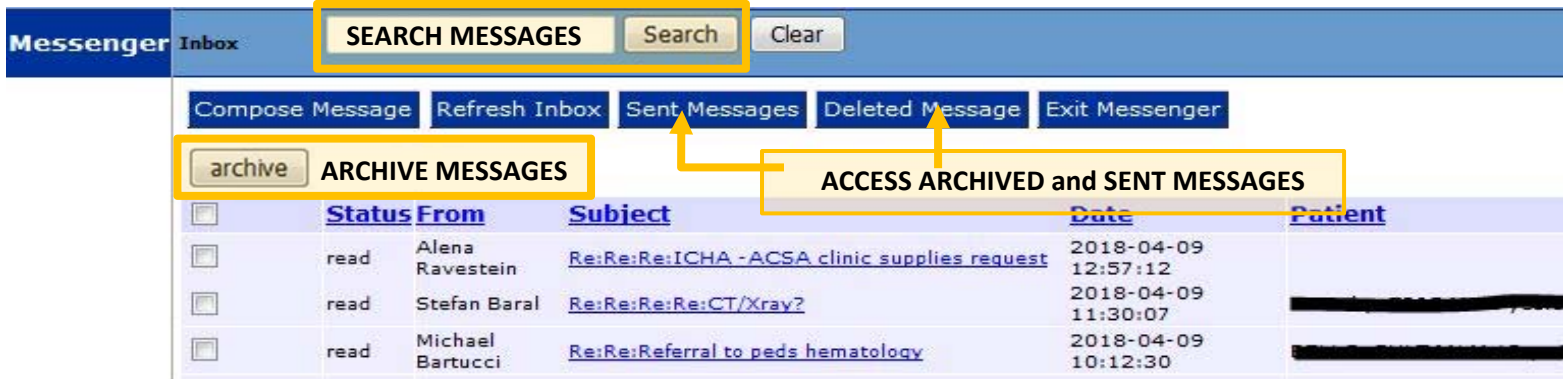
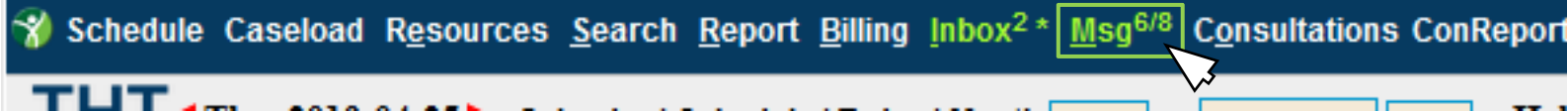
default Combine PDF Fax

- File** – Remove item from your Inbox
- Comment** – Add a comment to document dialogue
- Acknowledge** – Both leave a comment and file
- Forward** – Send the document to another provider's inbox
- Print** – Print the document (i.e an appointment notification)

- E-Chart** – Open the attached patient's eChart
- Master** – Open the patient's Master Record
- Appt History** – See what sites/providers they are affiliated with
- Fax** – eFax the document through OSCAR. This can be handy!
 Forward an item to your inbox and use this shortcut.

USING OSCAR MESSENGER

Messenger is a secure, internal IM service that allows ICHA OSCAR users to communicate with each other.



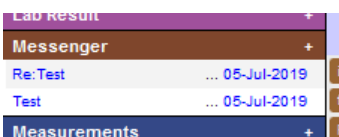
COMPOSING and SENDING an OSCAR MSG

Click **Compose Message**

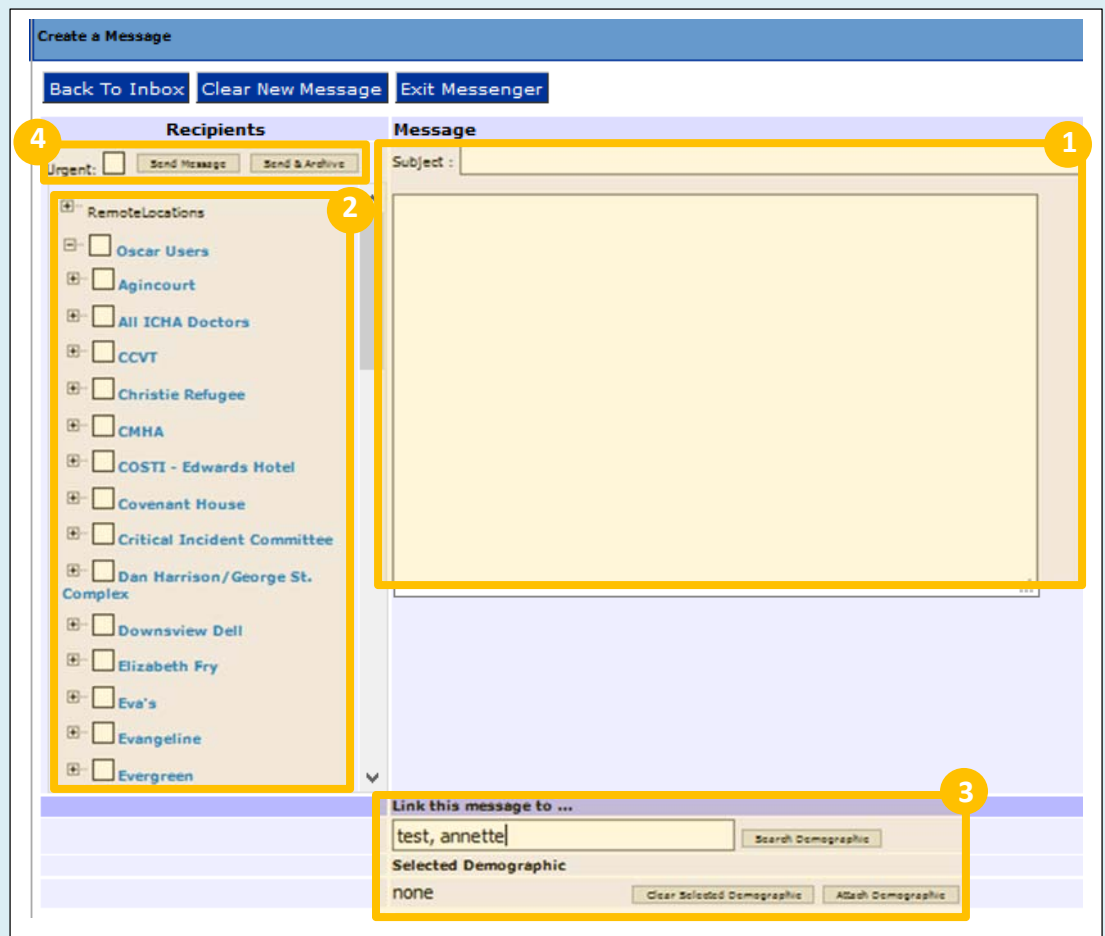
- 1 Enter *Subject* and body text
- 2 Select recipients from list of ICHA Sites and OSCAR users. Select site to send to all or individual recipients



- 3 If necessary, link message to a patient demographic by entering name (last, first) and clicking *Search Demographic*. This is quite useful because all messages attached to a demographic will appear in their eChart here:

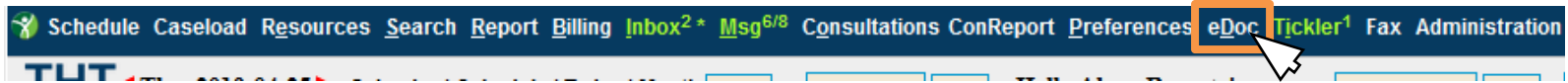


- 4 Click *Send Message* to send message and receive a copy in your inbox or, *Send & Archive* to send and archive the copy.



ACCESSING DOCUMENTS in eDocs

eDocs is a curated catalogue of handouts, consent forms, internal referrals and more that have been uploaded by ICHA users.



eDocs Documents

+ Add Document + Add Link + Add HTML

-- RAVESTEIN, ALENA's Private Documents View: All View Status Published

Document Description	Content	Type	Creator	Responsible	Date	Reviewer	
eSignature	jpeg	signature	RAVESTEIN, ALENA		2018-03-20	---	T

Your *Private Documents* are only visible to you. These can be administrative, or your eSignature that will be applied to all outgoing Rx

-- Public Documents View: All

Document Description	Content	Type	Creator	Responsible	Date	Reviewer	
Sistering Psychiatry Referral	resource	ICHA	RAVESTEIN,		2019-10-30	---	T
Application for Accessible Pa Permit	handout				2019-09-11	---	T
ICHA Release of Information	forms				2019-07-22	---	T
Seaton House LTC Referral F eFillable PDF	others				2019-05-24	---	T
HOPE Release of Information	photo				2019-05-21	---	T
ICFHT Memory Clinic Referra	signature				2019-05-17	---	T
ICHA Referral for Dr. Amand eFillable PDF	Referral form				2019-04-24	---	T
FREE Psychotherapy Assessment for Refugees	Consent Form	form	ALENA		2019-04-22	---	T
Referral form - SMH Centre for Diabetes & Endocrinology	ICHA Admin	Referral form	HIRSCH, SHANNON		2019-02-28	---	T
The Monthly - Free Period Products	ICHA Referrals				2019-02-22	---	T
Tufts University Sleep Hygeine					2019-01-23	---	T
ICHA Referral for Dr. Ty Turner - eFillable PDF					2019-01-11	---	T
On Board Referral Form - eFillable PDF		Referral form	RAVESTEIN, ALENA				T
Framingham vs Reynolds Risk Calculator (link)		resource	SVOBODA, TOMISLAV				T
Framingham Risk Calculator / Cholesterol Treatment (link)		resource	SVOBODA, TOMISLAV				T
Free and Low Cost Food Options			SVOBODA,				T

The **View:** dropdown will allow you to narrow down the catalogue to find what you need. For example, if you're looking for a **Release of Information** or **Consent to use Email Communication** forms, you would select the **Consent Form** category. For ICHA's **Fax Coversheet** or **Incident Reporting Form** you would select **ICHA Admin**.

Simply by clicking on the document name, you will open the item either in a web browser (html link) or a PDF Viewer (pdf)

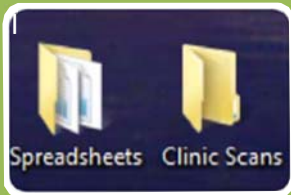
The trash can icon will allow you to delete your uploaded document. The pen and paper pad will allow you to make edits (title, type etc.)

Adding your eSignature:



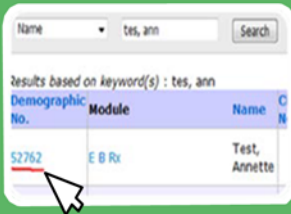
UPLOADING DOCUMENTS via the MASTER RECORD

There are times when an ICHA patient may come to an appointment with documentation (i.e. refugee claimant document, records from previous care etc.) or have documentation created during an appointment with a provider (i.e. requisitions, ODSP forms etc.).



Create a Clinic Scans Folder

- Add a "Clinic Scans" folder to your computer desktop
- Clear folder and empty recycle bin daily



Find Client on OSCAR

- Login to OSCAR and open *Search*
- Open the client's *Master Record* by clicking on the client's *Demographic No.*



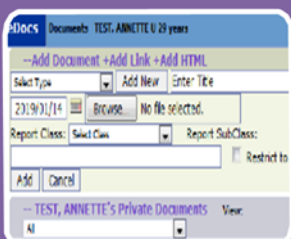
The Master Record

- It is essential to our partnership that the information here is accurate and up to date including;
 - * * Caseworker contacts, phone numbers and OHIP/IFH/UCI information



Add Documents

- Select *Add Documents* from the left-hand side (list of blue shortcuts - under *Resources*)
- Or, *Documents* to view items that have already been uploaded



Upload Document

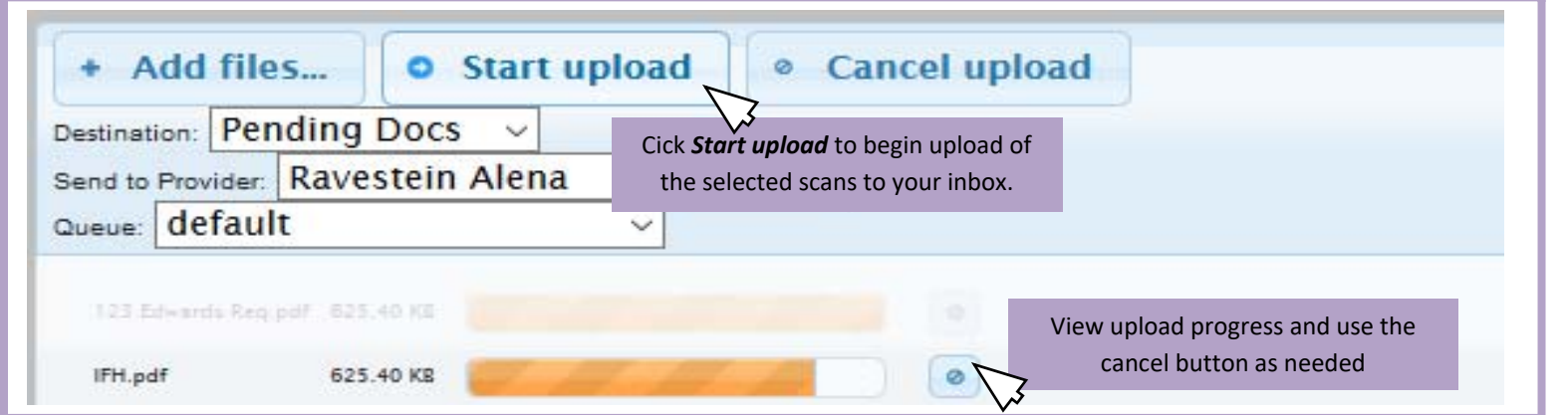
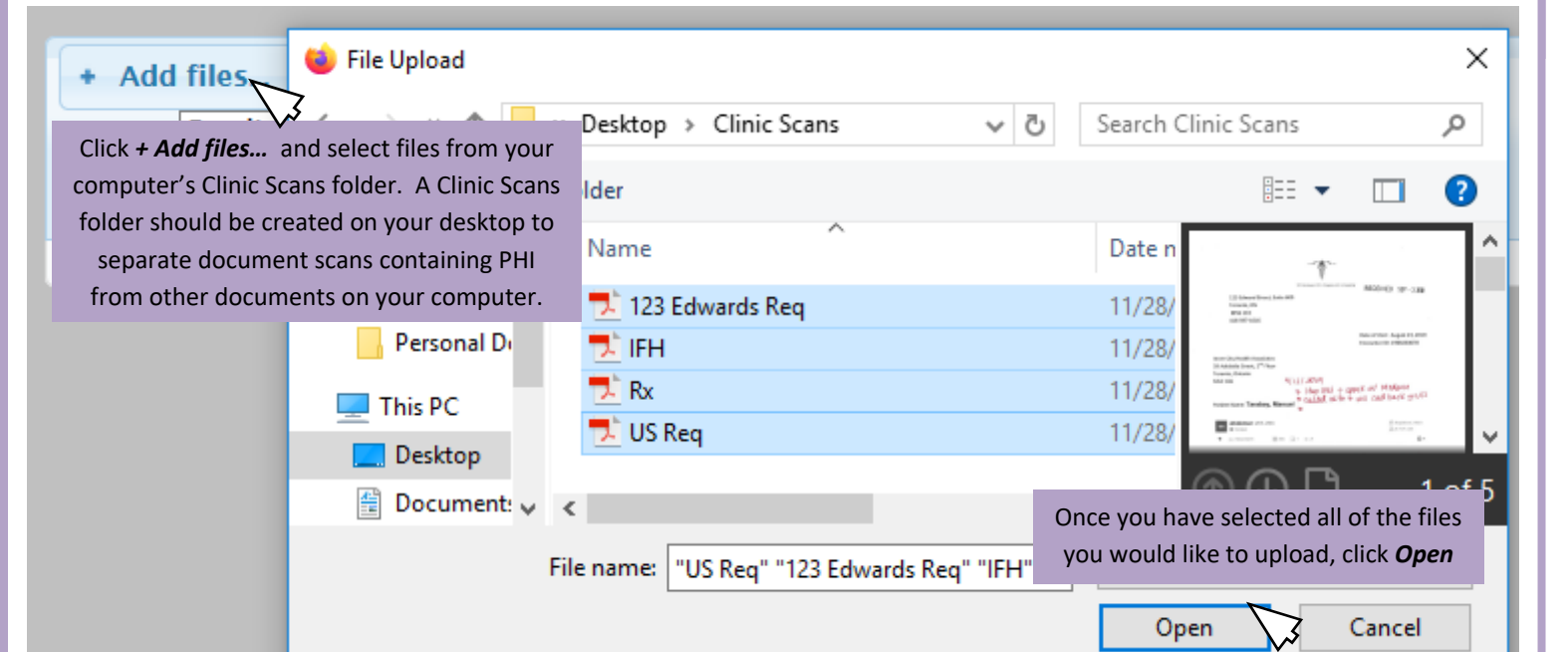
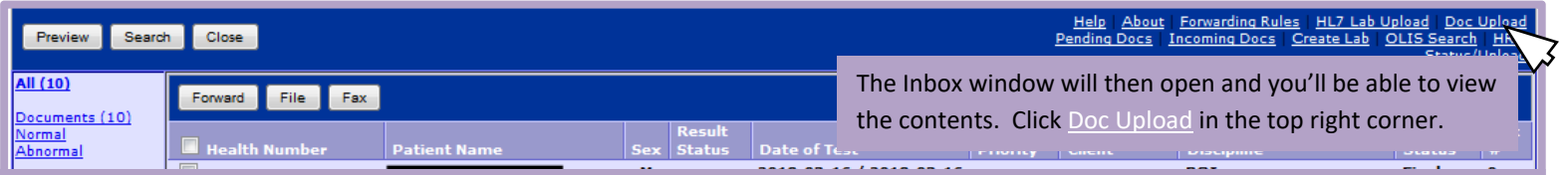
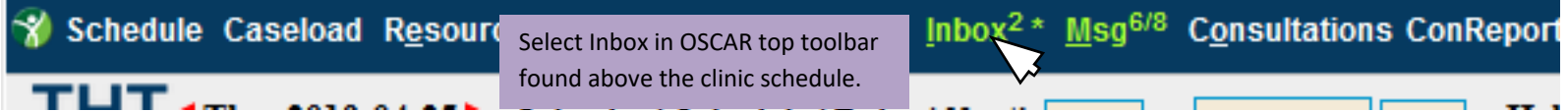
- Select Type (legal, letter, Patient Info etc.)
- Enter Title (i.e. Letter of Support Signed by Dr. Tam, Refugee Claimant Document etc.)
- Click *Browse*, select file from Clinic Scans folder and click *Add*

All items that have been faxed during on behalf of ICHA clinic activity, will need to be uploaded to a patient's chart. Reason being, if there are any discrepancies with the faxed document or transmission issues, ICHA's Virtual Office team will be able to support and rectify as needed. Once a document has been uploaded, you have three options:

- 1) Safely discard into locked, secure shred bin
- 2) Return to patient (if it's part of their personal record, ie. Refugee Claimant Document)
- 3) Provide to patient (printed lab requisition, referral) *Stamp "Patient Copy"

UPLOADING MULTIPLE DOCUMENTS to the INBOX

You are able to upload multiple documents to be added to patient charts and use the eFax mechanism through The OSCAR Inbox.



Preview Search Close

Pending Docs Incoming Docs Create Lab OUIS Search HRM Status/Upload

Forward File Fax Combine PDF Move to: Select Type Move

Health Number	Patient Name	Sex	Result Status	Date of Test	Order Priority	Requesting Client	Discipline	Report Status	Viewed	Ack #
<input type="checkbox"/>	Not Assigned			2019-11-28 14:23:48.0 / 2019-11-28						
<input type="checkbox"/>	Not Assigned			2019-11-28 14:23:40.0 / 2019-11-28						
<input type="checkbox"/>	Not Assigned			2019-11-28 14:23:33.0 / 2019-11-28						
<input type="checkbox"/>	Not Assigned			2019-11-28 14:23:26.0 / 2019-11-28						
<input type="checkbox"/>	Not Assigned			2019-10-09 16:25:32.0 / 2019-10-09						

When upload is complete, reopen your Inbox. You will see all of the documents uploaded as **Not Assigned**. Click on your first document.

--- no reports found matching the selected criteria ---

Forward File Fax

Master Appt History Refile default Combine PDF Fax

Next Last

Patient: Not Assigned

Document Uploaded: 2019-11-28

Content Type: pdf

Number of Pages: 1 of 5

Split Rotate 180° Rotate 90° Delete First Page

FAXING SHORTCUT: If the document doesn't need to be added to a patient's chart because the original exists in eForms or Documents, skip assigning instructions below and click **Fax**

Assign the uploaded document to a patient's chart by completing the following fields:

Document Type: Select from dropdown. (i.e. lab, prescription, referral, requisition etc.)

Document Description: Enter descriptive title. (i.e. Release of Information FAXED to CAMH, Lab Requisition FAXED to SMH, Completed ODSP)

Observation Date: Change if necessary.

Demographic: Enter in client's last, first. Attach correctly** use DOB as confirmation.

Flag Provider: This will forward document to provider's inbox. Use as needed.

Document Type: Select Type

Document Description:

Observation Date: 2019-11-28

Active Only

Demographic:

Create New Demographic

Flag Provider:

Creator: RAVESTEIN, ALENA

select Save Save & Next

Linked Providers

- Ravestein, Alena (Remove)

Click **Save & Next** to move on to the next **Not Assigned** document in your **Inbox**. **This will only appear once you've attached a demographic.

List Thumbnail Preview Search Close

Pending Docs Incoming Docs Create Lab OUIS Search HRM Status/Upload

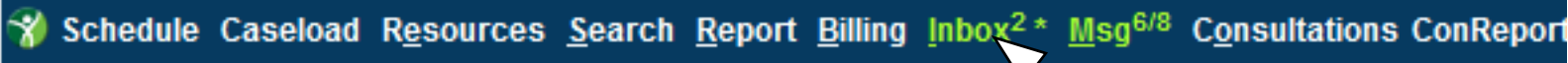
Forward File Fax Combine PDF Move to: Select Type

Health Number	Patient Name	Sex	Result Status	Date of Test	Order Priority	Requesting Client	Discipline	Report Status	Viewed	Ack #
<input type="checkbox"/>	TEST, ANNETTE	U		2019-11-28						0
<input type="checkbox"/>	TEST, ANNETTE	U		2019-11-28						0
<input type="checkbox"/>	TEST, ANNETTE	U		2019-11-28 14:23:33.0 / 2019-11-28	----			Final	Y	0
<input type="checkbox"/>	TEST, ANNETTE	U		2019-11-28 14:23:26.0 / 2019-11-28	----			Final	Y	0

After assigning all documents to their corresponding demographic, refresh/reopen your inbox. They have now been successfully attached to a patient's chart.

eFAXING DOCUMENTS via INBOX

You are able to fax documents using ICHA's efax system through the OSCAR Inbox.



Select **Inbox** in OSCAR top toolbar found above the clinic schedule.

List Thumbnail Preview Search Close

Forward File Fax Combine PDF Move to: Select Type Move

Health Number	Patient Name	Sex	Result Status	Date of Test	Order Priority	Requesting Client	Discipline	Report Status
<input checked="" type="checkbox"/> 45678910	TEST, ANNETTE	U		2019-11-28 14:23:48.0 / 2019-11-28	---			Final
<input type="checkbox"/>	ANNETTE	U		2019-11-28 14:23:40.0 / 2019-11-28	---			Final
<input type="checkbox"/>	ANNETTE	U		2019-11-28 14:23:33.0 / 2019-11-28	---			Final
<input type="checkbox"/>	ANNETTE	U		2019-11-28 14:23:26.0 / 2019-11-28	---			Final
<input type="checkbox"/>	ANNETTE	U		2019-10-09 16:25:32.0 / 2019-10-09	---			Final

Select document in your **Inbox** that you're wanting to fax by clicking the check box beside the document.

List Thumbnail Preview Search Close

Forward File **Fax** Combine PDF Move to: Select Type Move

Click the **Fax** button.

Fax Recipients

Providers: SJHC, X-ray, US, Nuclear, Fluoro, Mamm Add Provider

Other Fax Number: SJHC, MRI
SJHC, X-ray, US, Nuclear, Fluoro, Mamm
SJHC Addiction, Clinic
SJHC Addiction Medicine, Service (AMS)
SJHC Diabetic, Clinic

Select from **Providers:** dropdown (i.e. SMH CT, SJHC PHFT etc.) and then click **Add Provider** to attach corresponding fax number

- OR -

Fax Recipients

Providers: A, Perram House

Other Fax Number: 111-111-1111 (xxxx-xxxx-xxxx) Add Other Fax Recipient

Enter fax number into **Other Fax Number:** field and click Add Other Fax Recipient.

Fax Recipients

Providers: SJHC, X-ray, US, Nuclear, Fluoro, Mamm

Other Fax Number: 111-111-1111 (xxxx-xxxx-xxxx)

- 111-111-1111, Fax No: 111-111-1111 [remove](#)
- SJHC, X-ray, US, Nuclear, Fluoro, Mamm, Fax No: 4165306060 [remove](#)

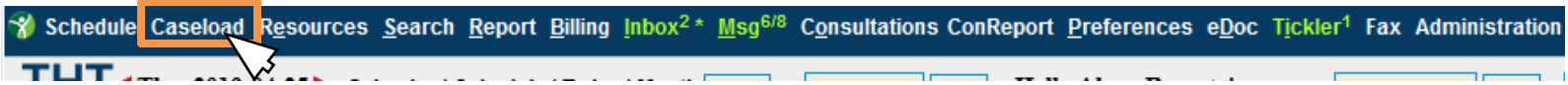
Sent from Site

Fax Cancel

Review fax numbers added (recipients of your document) and remove any should not be receiving this document. Click **Fax** when ready to send.

CASELOAD and ROSTER STATUS

Caseload allows you to view your patient and site line lists along with pertinent details like recent vitals and upcoming appts.



Notes: Search

Program: All Programs Provider: All Providers Rostered: Islington Shelter

Demographic Δ		Age	Sex	Last Appt	Next Appt	Appts LYTD	Lab	Doc	Tickler	Msg	BMI	BP	WT	SMK	A1C	ACR	LD
[Redacted]	E In B BHx M Rx T Msg		M	2020-04-22		4						125/89					
[Redacted]	E In B BHx M Rx T Msg		F	2020-04-22		4											
[Redacted]	E In B BHx M Rx T Msg		M	2020-04-25		4											
[Redacted]	E In B BHx M Rx T Msg		M	2020-04-22		1											

Select from the dropdowns a combination of an individual provider with no roster site (view your own caseload) or all providers and an individual roster site (view a site's line list)

Use the shortcuts to access areas of the patient's chart (*Master Record, eChart, Medications and Msg*)

Example:
Provider: ALL PROVIDERS
Rostered: ISLINGTON SHELTER
 Caseload view = all patients currently receiving care at Islington shelter.

To have a patient appear in a site caseload, they will need to be appropriately rostered by editing their *Master Record*.

Roster Status: Family Res Add New Date Rostered: 2020-04-03 (yyyy-mm-dd) Termination Date: (yyyy-mm-dd)
 Termination Reason: N/A Add New outside visit

To have a patient appear in your provider caseload (selecting your name in the **Provider:** dropdown). You will need to assign yourself as MRP in the patient's *Master Record*.

Health Card Type: Other Expiry Date: (yyyy-mm-dd)
 Country Of Origin: CANADA
 SIN:
 MRP: (dropdown menu open showing names)
 Alt. Provider 2:
 Referral Doctor: Agarwal, Parul Ali, Emma
 Cytology #:
 Alt. Provider 3:
 Alt. Provider 1:
 Referral Doctor #: Search # Clear
 2020-03-24 (yyyy-mm-dd) Termination Date:

WRITING ENCOUNTER NOTES

It is very important that encounters with ICHA patients are documented in a timely manner to chart accuracy.

1 Click on *New Note* icon in bottom right corner of eChart

2 Select a Template from the dropdown list, if so desired. This will open a clipboard that will allow you to copy and paste into your new note.

Click on *New/Edit Template* to create a new option or edit an existing to make it your own. This can be timesaving if you find you're regularly writing the same note structure.

3 Type your documentation into the note field, either filling in your template blanks or creating a note from scratch.

4 Publish your note to the chart and make it is visible to other providers by clicking the *Sign, Save and Exit* icon

NOTE: Clicking *Save* (floppy disk icon) will only save the note as a draft and it will only be visible to you.

To edit an existing note rather than writing a new one, simply click *Edit* in the top right corner of the existing note that you wish to add or make changes to.

The *Sign, Save and Bill* icon will perform the same functions as *Sign, Save and Exit* but will open the billing window as a convenience.

FAXING or PRINTING from the ENCOUNTER NOTES

There are times when an encounter note will need to be shared with either the patient or another healthcare provider.

PCP: Dixon, Heather Lynn
(CPSO#: 71071)
The Centre for Family Medicine
10B Victoria Street South
Kitchener ON N2G 1C5
Phone: (519) 783-0022
Fax: (519) 783-0032
Verbal consent received to fax all current, past and future notes to PCP noted above.

***Opportunity to note verbal consent to share information with other**

FAXING AND PRINTING

Once a note has been faxed, please ensure this action and consent to do so is adequately documented in the patient's chart.

EXAMPLES:

*Faxed writer's 2019-09-27 Encounter Note to patient's PCP Dr. Heather Lynn Dixon
CC: Dr. Heather Lynn Dixon
Note printed and provided to patient*

1 Click on Printer Icon in bottom right corner of eChart

2 **SELECT NOTES:** Click the printer icon in the top-right corner of the note(s) to fax/print

Click **Selected** and then appropriate printer icons, if any need to be attached (i.e. labs, Rx), to green.

3 **ENTIRE RECORD:** Select **All** then click **all** of the printer icons to green.

****Entire record printing/faxing should only be performed by ICHA HIC sites that have approval (ICFHT, and Covenant House). All other sites must forward these requests to ICHA's Virtual Office.****

PRINT: Click **Print** button and **Open with** a PDF viewer (i.e Adobe) to avoid saving PHI to your computer. Check computer's downloads folder and remove item if downloaded to avoid a potential breach. **Always stamp PATIENT COPY****

FAX: Click **Fax** button instead of Print in the **Print Dialog** pop-up (see above)

- 1) Select Provider(s) if found in registry and click **add** **Add Provider**
- 2) If provider is not found*, **ignore ADD PROVIDER** button** enter **OTHER FAX NUMBER** and click **Add Other Fax Recipient**
- 3) Select site from dropdown
- 4) click **FAX**

Always double-check fax number is correct

CONTRIBUTING to the CPP

A Cumulative Patient Profile is used during chart auditing, quick reference to social status and resources along with identify patient supports.

+ Social History	
v-2019	o Living on own Jan 2014
il-2015	o ODSP approved Sept 2014--MNSB and SD done
g-2014	o Has son (born 2011) and wife in Montenegro--v close
	o Has worked extensively as a builder in past
	o Incarcerated for 6 mos 2013 (assault)
+ Ongoing Concerns	
y-2017	o Diabetes Flow
	- A1c 6.8 (Apr 2019) 6.7 (Jul 2018)
il-2015	- Cr 72, eGFR 93 (Apr 2019) Cr 78, eGFR 91 (Jul 2018)
ir-2014	- Lipids, on statin
	- Eye Exam May 2018 N
ir-2014	- Foot Exam May 2019 early neuropathy

SOCIAL HISTORY

This should sum up their access to funds (ODSP, OW), status in Canada, legal/family/professional contacts, income, employment, housing, education, substance use, etc.

Please consider using the Social History template in OSCAR to make sure all of the key items are included in this section of the CPP

MEDICAL/PAST SURGICAL HISTORY

Document any findings that relate to the patient's clinical history. Include names and contacts of other providers that are involved in the patient's care (PCP, Psychiatry etc.). This will assist other ICHA providers when a patient transitions from site to site.

+ Medical/Past Surgical History	
	o Cholecystectomy (June 2016)
	o CO poisoning April/15
	o Post-herpetic Neuralgia (Herpes Zoster Aug 2014)
	o Major Depression (with ?psychotic symptoms)--assmt Dr. Ro...
	o Type 2 DM (Feb 2014): bilateral peripheral neuropathy of f

+ Ongoing Concerns	
y-2017	o Diabetes Flow
	- A1c 6.8 (Apr 2019) 6.7 (Jul 2018)
il-2015	- Cr 72, eGFR 93 (Apr 2019) Cr 78, eGFR 91 (Jul 2018)
ir-2014	- Lipids, on statin
	- Eye Exam May 2018 N
ir-2014	- Foot Exam May 2019 early neuropathy

ONGOING CONCERNS

For the same reasons as Medical/Past Surgical History, documenting ongoing concerns related to the patient's care. This provides an overview and flags urgency.

REMINDERS

This section is used by ICHA's Virtual Office team and support staff to document their administrative follow-up upcoming external appointments
i.e June 14 @1:30pm – Gastroenterology SMH

+ Reminders	
	o Gastroenterology Dr Leber June 7 2019 @130p
	o Cardiology Tues June 11 2019 @ 9am SMH w/ Dr. Graham
	o Cardolite Myocardial Perfusion June 03 2019 @ 10:30am ...
	o Holter Monitor Wed May 15 2019 @ 1:40pm SMH

+ Ongoing Concerns	
o Living on own Jan 2014	Click on the "+" to add info

Resolution Date: (YYYY-MM-DD)

Insert Position

Editors: Social History as part of cpp

Reminders

Click on box title to view archive

- Copy entry to current note
- Save/Publish to CPP
- Exit Viewer
- Add an annotation
- Archive item – archived items can be accessed by clicking on CPP box title.

PREVENTIONS

The Preventions section of the eChart will allow you to keep track of a patient's investigations, immunizations and reminders for follow-up.

From the eChart view, review a quick list of the already documented preventions that are dated at time of entry.

Click **Preventions** or **+** to open the module for more details or to add a prevention to this list.

Select an item from the list on the left-hand side. Either from the Immunizations, Screens, or Others

All of the preventions that have been attached to the patient will be displayed here with corresponding legend.

Select status, date received and responsible provider.

Complete text fields as needed including; dose, lot, manufacturer. If ever recalled, ICHA can pull lot and manufacturer data from the OSCAR EMR to properly notify affected patients.

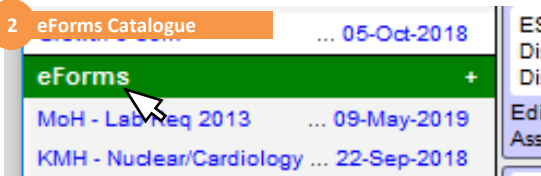
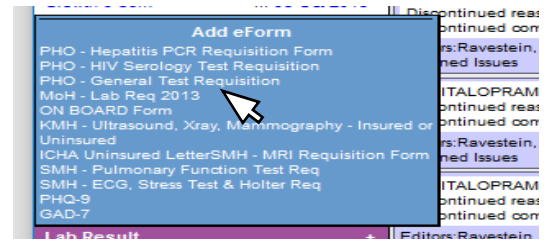
Set next date to set a reminder for follow-up or boosters.

CREATING an OSCAR eFORM

eForms is an OSCAR encounter module that allows you to create, print and efax from ICHA's collection of efillable requisition forms.



1
Open *eForms* favourites menu of commonly used forms by clicking +



2
If you're looking for an *eForm* that doesn't appear in the above Favourites Menu, click *eForms* instead of + to access the *eForms* Catalogue



Click *Add eForm* to access the alphabetical list or view the curated *View Group*: list that is categorized based on services and hospitals

Current eForms are forms that have been previously created for the patient during previous encounters

In your opened *eForm*, the patient's socio-demographic information listed in their Master Record will auto populate (HIN, DOB, Name, MRP etc.). From there, complete/edit the information in the efillable fields.

Submit – saves *eForm* to the chart

Submit & PDF* – saves to chart and opens the document as a PDF

PDF – does not save to chart but opens the document as a PDF (sometimes an easier way to print depending on your computer settings)

Clear Sig – Clear signature

Reset – clear form

Print & Submit* – Saves to the chart and prints form

Print – Print form (used when printing a duplicate of an already saved form)

*Clicking a *Submit* button creates a copy of your form in the chart

For eFaxing –

- 1) Select the appropriate provider from the *Providers*: dropdown *If the provider is not found in the dropdown, add fax number to *Other Fax Number*; click *Add Other Fax Recipient* and skip step 2)*
- 2) Click *Add Provider* and double-check that the *Fax No*: is accurate by referring to the instructions on the form.
- 3) Click *Submit & Fax*.
- 4) Voila! The *eForm* is now off to its destination with an ICHA Fax Coversheet

LAB RESULTS

Electronic Lab Results that are received directly from the laboratory by our EMR offer an interactive experience.

Lab Result +

- *HEMATOLOGY/HEMATO... 09-May-2019
- *OCCULT/OCCULT/OCCUL... 22-Mar-2019
- *HEMATOLOGY/HEMATO... 20-Mar-2019

ICHA has an agreement with Dynacare, Lifelabs and Alpha Labs to receive electronic results directly to our EMR. Results that are not received electronically will be uploaded to the patient's *Documents*. From the eChart view, review a quick list of lab results that are dated at time of entry.

Buttons: Acknowledge, Comment, Forward, Close, Print, Msg, Tickler, Bill, Unlink, E-Chart, Req#, Label

Label: (not set) Next

Version: v1 v2 v3 v4

Patient Info. Info

Home Phone: [Redacted] Date Lab Received: 2019-05-09 15:17
 Work Phone: N/A Report Status: Final
 Sex: M Client Ref. #: G959
 Patient Location: MDS Accession #: [Redacted]

Requesting Client: DR. JONATHAN WONG cc: Client: INNER CITY FHT

Version: v4 Jonathan Wong : Acknowledged 09-May-19 16:30, no comment
 Sasha Hill, RPN : Acknowledged 10-May-19 15:16, no comment

Version: v3 Jonathan Wong : Acknowledged 07-May-19 18:21, no comment
 Sasha Hill, RPN : Acknowledged 03-May-19 16:54, no comment

Version: v2 Jonathan Wong : Acknowledged 02-May-19 14:58, comment : await final results
 Sasha Hill, RPN : Acknowledged 02-May-19 08:20, no comment

Version: v1 Jonathan Wong : Filed but not Acknowledged no comment
 Sasha Hill, RPN : Filed but not Acknowledged no comment

Lab Results will also appear in your OSCAR Inbox above your schedule.

Review details and acknowledgement from linked providers

HEMATOLOGY I

Test Name(s)	Result	Abn	Reference Range	Units	Date/Time Completed	Status	Annotation
WBC info	5.8		4.0 - 11.0	x E9/L	2019-04-30 17:02:00	Final	
RBC info			4.50 - 6.00	x E12/L	2019-04-30 17:02:00	Final	
HEMOGLOBIN info		LO	135 - 175	g/L	2019-04-30 17:02:00	Final	
HEMATOCRIT info		LO	0.400 - 0.500	L/L	2019-04-30 17:02:00	Final	
MCV info	74	LO	80 - 100	fL	2019-04-30 17:02:00	Final	
MCH info	23.8	LO	27.5 - 33.0	pg	2019-04-30 17:02:00	Final	
MCHC info	322		305 - 360	g/L	2019-04-30 17:02:00	Final	
RDW info	17.3	HI	11.5 - 14.5	%	2019-04-30 17:02:00	Final	

Click on [info](#) to open online reference

Click on test to open a detailed result.

Test Name(s)	Result	Abn	Reference
RDW	16.2	HI	11.5 - 14.5
RDW	15.0	HI	11.5 - 14.5
RDW	15.4	HI	11.5 - 14.5
RDW	17.3	HI	11.5 - 14.5

Buttons: Close, Print, Plot

Click **Plot** to graph results with rx



ALLERGIES

The Allergies section of the eChart will allow you to keep track of a patient's allergies and reminders for follow-up.

Allergies +

- ADALAT - CAP 10MG ... 19-Apr-2020
- ACT METFORMIN 500MG ... 14-Apr-2020
- ASPIRIN 81MG ... 04-Dec-2019

From the eChart view, review a quick list of the already documented allergies that are dated at time of entry. Click *Preventions* or **+** to open the module for more details or to add an allergy to this list.

Allergies

TEST, ANNETTE sex F age 30

All of the allergies are documented with related information like severity, reaction and entry date.

ASPIRIN 81MG
METFORMI...
ACT METF...
ADALAT -...
PENICILLINS

MEDICAL HISTORY
Appendix removed in 2009

FAVORITES COPY EDIT

ADDERALL XR 25MG MIX...
 ADDERALL XR 25MG MIX...

Prescribe

Edit Allergy Profile View: Active All Inactive

Legend: Mild Moderate Severe

Status	Entry Date	Description	Allergy Type	Severity	Onset of Reaction	Reaction	Start Date	Life Stage	Action
Active	2020-04-14	ACT METFORMIN 500MG	Brand Name	Unknown	Unknown			Not Set	Inactivate Modify
Active	2020-04-19	ADALAT - CAP 10MG	Brand Name	Unknown	Unknown			Not Set	Inactivate Modify
Active	2018-07-18	PENICILLINS	AHFS Class	Unknown	Unknown			Not Set	Inactivate Modify
Active	2019-07-29	METFORMIN HYDROCHLORIDE 500MG	Generic Name	Severe	Unknown	Anaphylaxis		Not Set	Inactivate Modify
Active	2019-12-04	ASPIRIN 81MG	Brand Name	Mild	Unknown			Not Set	Inactivate Modify

Legend: Mild Moderate Severe

Select from a *Favorites* list to prescribe something related to the patient's listed allergies.

Add an Allergy

NKDA Penicillin Sulfa

Drug Classes Ingredients Generic Names Brand Names All

Custom Allergy

To Add an Allergy enter your search in the text field and click *Search*

Add an Allergy

NKDA Penicillin Sulfa

Adding Allergy: WASP VENOM PROTEIN 1000UNIT

Comment:

Start Date: (yyyy-mm-dd OR yyyy-mm OR yyyy)

Age Of Onset:

Life Stage:

Severity Of Reaction:

Onset Of Reaction:

Complete text fields as needed including; start date, age of onset, severity and additional comments. All allergies will auto-populate on referrals and prescriptions.

CONSULTATIONS

Consultations is used to create a consultation request to a specialist or specialty program.

Consultations +

Cardiology ... 29-Jul-2019

Chiropractic ... 20-May-2019

From the eChart view, review a quick list of the existing requests that are dated at time of entry. Click **Consultations** or **+** to open the module for more details or to create a new consultation request.

1 Select Service and Consultant (info will autofill)

2 Update Status: Pending Specialist Callback

3 Attach File to Consultation

4 Complete and Sign. Selecting from the above prompts will autofill existing information from the chart.

5 Submit and Fax

CONSULTATION TEST, ANNETTE U 28

Created by: Submit Consultation Request Submit Consultation Request & Print Preview Submit Consultation Request & Send Electronically

Status: Submit And Fax

Referral Date: 2018/7/12

Service: Ear Nose and Throat

Consultant: Anderson, Jennifer SMH

Referrer Instructions: ENT Clinic (Ear, Nose, Throat and Voice)

Urgency: Non-Urgent

Phone: (416) 864-5278

Fax: 4168645367

Address: St Michael's Hospital 18-129 Cardinal Carter 30

Patient Will Book:

Appointment Date:

Appointment Time: AM

Referring Site: FC Refugee Centre

Letterhead Name: Alena Ravestein

Letterhead Address: 59 Adelaide St East 2nd Floor, Toronto, ON M5C 1K6

Letterhead Phone: 416-591-4411

Patient: TEST, ANNETTE

Address: 123 Jane Lane Toronto, ON,

Tel.No.: 905-555-5555

Work No.:

Cell No.: 647-555-5555

Email: annettelest@gmail.com

Birthdate: 1989-12-13

Sex: U

Health Card No.: 12345678910 (IFH) OT

Send to: --- Teams ---

Appointment Notes:

Last Follow Up Date:

Documents for TEST, ANNETTE

Available Documents

- 2018-06-27 PHQ-9
- 2018-06-11 Bramley X-ray & Ultrasound
- 2018-01-17 Patient ID

Attached Documents

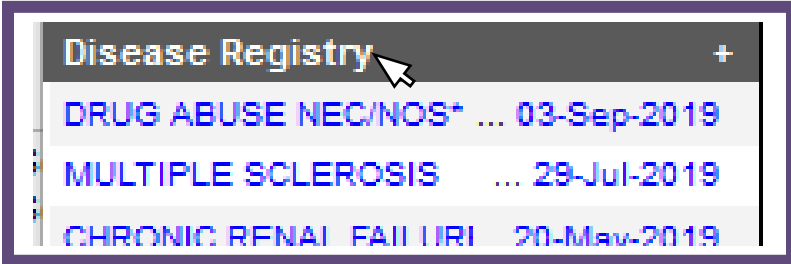
- 2018-07-12 ICHA Uninsured Letter

Attach relevant documentation (ie. uninsured letter, labs)

Pertinent clinical information: Family History Medical/Past Surgical History Other Meds Reminders Social History

DISEASE REGISTRY

The Disease Registry section of the eChart will allow you to keep track of a patient's diagnoses.



From the eChart view, review a quick list of the already documented diagnoses that are dated at time of entry. Click **Disease Registry** or **+** to open the module for more details or to add a diagnosis to this list.

Disease Registry

TEST, ANNETTE U 30 years

Coding System: icd9

Search for a familiar code or related text like "asthma" or "housing" and click **Add**.

Code Search **Add**

Quick List

default

ADV EFF ANTICOAGULANTS

ALCOHOL

ANXIETY

ASTHMA*

ATTENTIO

BACK DIS

BIPOLAR

CHR AIRV

CHR ISCH

CHR LIVE

CHRONIC

CONGEST

CVA

DEMENTIA IN OTH DISEASES*

Code	Diagnosis	First Visit	Last Visit	Action
3059	DRUG ABUSE NEC/NOS*	2019-09-03	2019-09-03 11:29:26.0	Resolve Delete Update
340	MULTIPLE SCLEROSIS	2019-07-29	2019-07-29 15:23:45.0	Resolve Delete Update
585	CHRONIC RENAL FAILURE	2019-05-20	2019-05-20 19:18:28.0	Resolve Delete Update
401	ESSENTIAL HYPERTENSION*	2019-05-20	2019-05-20 19:18:19.0	Resolve Delete Update
250	DIABETES MELLITUS*	2018-06-27	2018-06-27 10:16:32.0	Resolve Delete Update
493	ASTHMA*	2018-06-11	2019-02-19 11:47:46.0	Resolve Delete Update
301	PERSONALITY DISORDERS*	2018-02-26	2018-02-26 11:09:08.0	Resolve Delete Update
V600	LACK OF HOUSING	2018-02-08	2018-02-26 11:08:39.0	Resolve Delete Update

Select from default Quick List or select ICHA from the dropdown.

Quick List

default

ICHT

ICHA

List1

This list will be populated with what was entered manually and the diagnoses that were inputted during the billing of your encounters.

You are able to edit this list by using the **Resolve**, **Delete** and **Update**

V600 LACK OF HOUSING 2019-12-16 2019-12-16 15:04:47.0 [Resolve](#) | [Delete](#)

Update - will update last visit to today's date.

Delete - will remove the item from the Disease Registry list for this patient.

MEASUREMENTS

The Measurements section of the eChart will allow you to keep track of ongoing measurements and vitals.



From the eChart view, review a quick list of measurements and flow sheets that have already been entered that are dated at time of last update.

Click **Measurements** to open, view and graph existing measures.

Old Measurements Index

Type	Type Description	
A1C	A1C	more
AHGM	Anit-hypoglycemic Medication	more...
AORA	ACE-I OR ARB	more...

Test, Annie F 29 years

Type	Provider	Measuring Instruction	Data	Comments	Obse Date
A1C	Noam Lapid		9.8		2016-11-

List Old Measurements Index Print Close Delete Graph

Or, Click + to enter in a new Measurement



Vitals and Weights

Test, Annie F 29 years

Type	Measuring Instruction	Value	Obs Date (mm-dd)
BP	<input type="radio"/> sitting position <input checked="" type="radio"/> Sitting Position (nnn/nnn) Target:<130/80		2020-

Self Monitoring Blood Glucose Yes No Clear X No; 2016-11-18

of Hypoglycemic Episodes

Hypoglycemic Management Reviewed Yes No Clear

Diabetes Type type 2; 2016-11-18

Add

Cardiovascular	Value	Comments	Most Recent	Previous
BP	<input type="text"/>	<input type="text"/>	120/80; 2017-10-06 120/80	120/88, 2017-05-26 120/88, 2017-05-26 120/88, 2017-05-19
Heart Rate	<input type="text"/>	<input type="text"/>		
ACE-I OR ARB	<input type="radio"/> Yes <input type="radio"/> No Clear <input type="text"/>	<input type="text"/>	Yes; 2016-11-18	
Weight	<input type="text"/> kg	<input type="text"/>	50; 2017-05-26	50, 2017-05-26 50, 2017-05-19 78, 2016-11-18
Height	<input type="text"/>	<input type="text"/>	59; 2017-02-14	156, 2016-11-18
BMI	<input type="text"/>	<input type="text"/>	32.1; 2016-11-18	
Waist Circ	<input type="text"/> cm	<input type="text"/>		
TEMP	<input type="text"/> C	<input type="text"/>		
O2 Stats	<input type="text"/>	<input type="text"/>		
LDL	<input type="text"/>	<input type="text"/>	2.34; 2016-11-18	

Enter new measurements.

Review previews and graph results

VIEW and EDIT MEDICATIONS

To view and edit a patient's medication list, you can access *Medications* through: scheduled appointments, *Search* or in the eChart.

08:00	
08:15	
08:30	
08:45	
09:00	Test,Annett E2 E In B M Rx
09:15	
09:30	
09:45	

Patient Search

Name: test, ann Search In

Results based on keyword(s) : test, ann

Demographic No.	Module	Name	Cha No.
52762	E B Rx	Test, Annette	

STRAWBERRY 180MG

Medications

ACT RAMIPRIL 10MG Take 1 tab po once a day Qty:30 Repeats:1

APO ACETAMINOPHEN TAB 325MG 1 tab po bid prn for 30 days Qty:60 Repeats:2

Other Meds

Risk Factors

oscarRx -Patient Name: ANNETTE TEST Age: 28 Preferred Pharmacy: Action Pharmacy

Drug Name: []

Select the recipient of your eFaxed Rx from the patient's Preferred Pharmacy; dropdown list. Click on Preferred Pharmacy; to edit this list.

Patient Drug Profile Print Reprint Represcribe Long Term Meds Timeline Drug Profile DS run

Profile Legend: * Current All Active Expired Longterm/Acute Longterm/Acute/Inactive/External

Entered Date	Start Date	Days to Exp	LT Med	Medication	Represcribe	Delete	Discontinue	Reason	Past Med	Location Prescribed	Hide from CPP
2019-10-01	2019-10-01	1		ACT RAMIPRIL 10MG Take 1 tab po once a day Qty:30 Repeats:1	ReRx	Del	Discon	±	no	Marquez, Anna	
2019-09-12	2019-09-12	0		INVEGA 9MG Take PO qHS 1 w Qty:7 Repeats:4	ReRx	Del	Discon	±	no	Bergeron, Benoit	
2019-09-05	2019-09-05	0		ARIPIRAZOLE 2MG TABLET 1 tab PO BID for 30 days Qty:60 Repeats:0	ReRx	Del	Discon	±	no	Agarwal, Parul	
2019-09-03	2019-09-03	0		PERCOCET 5MG/325MG 1 tab po bid for 60 days Qty:120 Repeats:0	ReRx	Del	Discon	±	no	Ravesteln, Alena	
2019-09-03	2019-09-03	3		APO ACETAMINOPHEN TAB 325MG 1 tab po bid prn for 30 days Qty:60 Repeats:2	ReRx	Del	Discon	±	no	Ravesteln, Alena	
2019-09-03	2019-09-03	0		ACYCLOVIR 5% CREAM 1 tab q4-6h prn for 30 days Qty:60 tabs Repeats:0	ReRx	Del	Discon	±	no	Ravesteln, Alena	
2019-08-13	2019-08-13	0		APO-HYDRORomphone 1MG Take 1-2 tabs PO q2h prn Qty:30 Repeats:0	ReRx	Del	Discon	±	no	Wong, Jonathan	
2019-07-16	2019-07-16	0		LASIX 20MG take 1 tab daily Qty:0 Repeats:0	ReRx	Del	Discon	±	no	Tedesco, Allissa	
2019-06-27	2019-06-27	0		ACETAMINOPHEN TABLETS EXTRA STRENGTH 500MG Qty:0 Repeats:0	ReRx	Del	Discon	±	no	Ravesteln, Alena	

Use these categories to navigate the patient's Medications List

Active Allergies and Medical History are populated from what has been entered in the chart. The Favorites list allows you to quickly prescribe. Use edit to manage this list.

Add Rx to Longterm Med List by clicking on L. Use Days to Exp information to forecast incoming Rx authorization requests.

Re-prescribe (ReRx), delete individual Rx (Del) or delete all instances of this Rx (DelAll). Keep this Rx List current.

View prescriber, hide from CPP (no longer visible from eChart view) and add an annotation.

Medi-span disclaimers will be visible in the Medications window when a medication or a combination of prescribed medications warrants a notice. The disclaimers are intended to supplement the knowledge of physicians, pharmacists, and other healthcare professionals regarding drug therapy and patient counseling.

Hide

Grapefruit juice consumption may increase the plasma concentrations and anti-platelet effects of ticagrelor. The clinical significance of this interaction is unknown.

EDIT PREFERRED PHARMACY

A patient may be linked to several preferred pharmacies in their medications profile. To edit a patient's preferred pharmacy or add another to their dropdown options, follow the directions below.

1 Review **Preferred Pharmacy:** list

Preferred Pharmacy: Charles Pharmacy Toronto
Charles Pharmacy Toronto
Main Drug Mart Toronto
Action Pharmacy
SDM Lawrence/Dufferin Toronto
Rexall (Dupont& Dufferin) Toronto
Rexall Toronto

Drug Name: Search Add
Save And Use DrugOfChoice

Patient Drug Profile [Print](#) [Reprint](#) [Rescribe](#) [Long Term M](#)

Profile Legend: * Current [All](#) [Active](#) [Expired](#) [Longterm/Acute](#)

2 Search for desired pharmacy using key terms like store name, street etc.

[Step 1 Search For Drug](#) > Select Pharmacy

Patient Name: TEST, ANNETTE

Click on the Pharmacy you would like to associate with this patient.

Search Pharmacy 18 results are available, use up and down arrow keys to navigate. Narrow Search By City Preferred Pharmacies

Pharmacy Name City

Province

Phone Fax

Email

Notes

- Total Health Pharmacy - 1173 Queen St. West (+ Dufferin) 1173 Queen St W Toronto
- Downtown Dispensary Ii 1690 Dufferin St
- Dufferin Central Pharmacy 1649 Dufferin St. Toronto
- Dufferin Drug Mart 1670 Dufferin Street
- Eglinton MEdical Pharmacy Dufferin & Keele Toronto
- International Pharmacy (King & Dufferin) 1218 King St W Toronto
- no frills 900 Dufferin Street Toronto
- no frills 900 Dufferin Street Toronto
- no frills 900 Dufferin Street Toronto
- Nova pharmacy 1674 Dufferin st Toronto
- Rexall (Dupont& Dufferin) 1245 Dupont St Toronto
- Rexall 6992 2409 Dufferin St
- SDM Dufferin & Eglinton
- SDM Dufferin, Vaughan 9200 Dufferin St Vaughan

3 When selected, a pharmacy's contact information will auto-fill. Number value in dropdown corresponds to placement in **Preferred Pharmacy:** list. Click **Set Preferred Pharmacy** to add to patient's list.

Click on the Pharmacy you would like to associate with this patient.

Search Pharmacy Total Health Pharmacy - 1173 Queen St. West (+ Dufferin) Narrow Search By City Preferred Pharmacies

Pharmacy Name Address City

Province Postal Code

Phone Phone 2 Fax

Email Identificator

Notes

1
2
3
4
5

4 Select existing pharmacy and click **Unlink** to remove from patient's **Preferred Pharmacy:** list.

Narrow Search By City Preferred Pharmacies

Action Pharmacy
Charles Pharmacy Toronto
Main Drug Mart Toronto
Action Pharmacy
SDM Lawrence/Dufferin Toronto
Rexall (Dupont& Dufferin) Toronto

*** If you need a new Pharmacy added to the registry, contact ICHA's Virtual Office Team. ***

PRESCRIBE MEDICATIONS

Prescriptions can be eFaxed directly to a pharmacy or printed and provided to a patient. Entering and pasting your Rx correctly will keep a patient's OSCAR Medications list accurate for other providers to easily review. Follow the steps below:

1 Enter name of Rx in **Drug Name:** Field **Preferred Pharmacy:** Charles Pharmacy Toronto

Drug Name: ticag Search Add To Favorites CustomDrug Note Rese DrugOfChoice

Ticagrelor 60MG TABLET
Ticagrelor 90MG TABLET

Patient Drug Profile Print Reprint Represcribe Long Term Meds Timeline Drug Profile DS run

2 Enter instructions using field reference guide found here →

Name: Ticagrelor 60MG TABLET

Instructions: take 1 PO BID 3 months

Qty/Mitte: 180 Repeats: 0 Long

Ingredient: Ticagrelor 60.0MG Strength: 60.0 MG

Method:take Route:PO Frequency: BID Min:1 Max:1 Duration:3 DurationUnit:M Qty/Mitte:180

Comment:

eTreatment Type: -- --

Drug Form: TABLET

Instructions Field Reference		
Method	Frequency	Number
Take	BID	1/4
Apply	TID	1/2
Rub well in	QID	1
	Q1H	1-2
	Q2H	1-3
Route	Q1-2H	2
PO	Q3-4H	2-3
SL	Q4H	3
IM	Q4-6H	3-4
Subcut	Q6H	4
PATCH	Q8H	5
TOP	Q12H	6
INH	QAM	7

Drug Name: Search Add To Favorites Save And Print Save

3 Based on your instructions, **Method:** and **Qty:** will autofill. Correct and enter **Repeats:** and **Comment:** as needed. **NOTE:** Comment will only appear in the Medications list and **not** on the Rx print-out/what is faxed to pharmacy** (see **Additional Notes** in step 7)

Qty/Mitte: 180 Repeats: 0 Long Term Med

Ingredient: Ticagrelor 60.0MG Strength: 60.0 MG

Method:take Route:PO Frequency: BID Min:1 Max:1 Duration:3 DurationUnit:M Qty/Mitte:180

Comment:

eTreatment Type: -- --

Drug Form: TABLET

Drug Name: Search Add To Favorites CustomDrug Note Rese DrugOfChoice Save And Print Save Print

4 Click **Save and Print** to save medication to chart and open Rx window. Or, continue prescribing by entering another **Drug Name:**.

Qty/Mitte: 180 Repeats: 0 Long Term Med

Ingredient: Ticagrelor 60.0MG Strength: 60.0 MG

Method:take Route:PO Frequency: BID Min:1 Max:1 Duration:3 DurationUnit:M Qty/Mitte:180

Comment:

eTreatment Type: -- --


Drug Form: TABLET

Drug Name: Search Add To Favorites CustomDrug Note Rese DrugOfChoice Save And Print Save Print

5


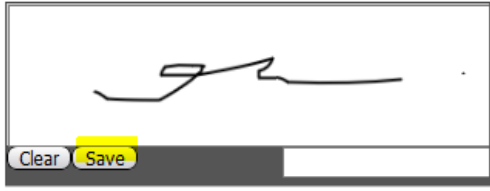
Review your prescription including assigned pharmacy. If an edit is required click **Edit** in the top right to return to previous window.

Edit Rx

 <p>Agincourt Community Services Association c/o Inner City Health Associates - 59 Adelaide St East 2nd Floor Toronto, ON M5C 1K6 Tel: 416-591-4411 Fax: 416-640-2072</p>	<p>December 13, 2019</p>	<p>Size of Print PDF : A4 page</p> <p>Print & Paste into EMR</p> <p>Fax & Paste into EMR & Close Rx user login</p> <p>Create New Prescription</p> <p>Close Window</p> <p>Add Pharmacy Info</p> <p>Use A4 size or larger paper to print pharmacy info properly.</p> <p>Additional Notes to add to Rx</p> <p>Add to Rx</p> <p>Signature</p>	
	<p>ANNETTE TEST 123 Jane Lane Toronto, ON 905-555-5555 Health Ins.#12345678910</p>	<p>Ticagrelor 60MG TABLET take 1 PO BID 3 months Qty:180 Repeats:0</p>	
	<p>Charles Pharmacy 1204 King St W Toronto, ON, Tel:416 533 3122, Fax:4165330666 Email: Note:</p>		

6


Enter signature* and click **Save**

<p>Charles Pharmacy 1204 King St W Toronto, ON, Tel:416 533 3122, Fax:4165330666 Email: Note: Remove Pharmacy Info</p> <p>Signature: </p>	<p>Signature</p> <p></p> <p>Clear Save</p>
--	--

*this will auto-populate if you have save a copy of your signature in your private eDocs folder

7

Adjust **Address** and **Size of Print PDF** dropdown selection as needed. Enter **Additional Notes** and **Add to Rx** as required (LU Codes, note to pharmacist). Click **Fax & Paste into EMR & Close Rx** to eFax to assigned pharmacy or **Print & Paste into EMR** to print paper copy.

 <p>Alena Ravestein Community and Clinical Services Coordinator, ICHA Agincourt Community Services Association c/o Inner City Health Associates - 59 Adelaide St East 2nd Floor Toronto, ON M5C 1K6 Tel: 416-591-4411 Fax: 416-640-2072</p>	<p>December 13, 2019</p>	<p>Address: Agincourt Community Service</p> <p>Size of Print PDF : A4 page</p> <p>Print & Paste into EMR</p> <p>Fax & Paste into EMR & Close Rx user login</p> <p>Create New Prescription</p> <p>Close Window</p> <p>Add Pharmacy Info</p> <p>Use A4 size or larger paper to print pharmacy info properly.</p> <p>Additional Notes to add to Rx</p> <p>Add to Rx</p>	
	<p>ANNETTE TEST 123 Jane Lane Toronto, ON 905-555-5555 Health Ins.#12345678910</p>	<p>Ticagrelor 60MG TABLET take 1 PO BID 3 months Qty:180 Repeats:0</p>	

SEARCHING WITH OLIS

Ontario Laboratory Information System (OLIS) is available in our ICHA EMR. OLIS is a central database that can explore patient results from three community laboratories and twenty-three hospital sites by using the search function in your OSCAR Inbox. This can be incredibly helpful when avoiding repetitive, time-consuming testing. The resource can be found in your **Inbox** located in the OSCAR Toolbar.



Preview Search Close

Help About Forwarding Rules HL7 Lab Upload Doc Upload Pending Docs Incoming Docs Create Lab **OLIS Search** HRM Status Upload

Health Number	Patient Name	Sex	Result Status	Date of Test	Order Priority	Requesting Client	Discipline	Report Status	Ack #
[REDACTED]	[REDACTED]	M		2018-03-16 / 2018-03-16	----		ROI	Final	0
[REDACTED]	[REDACTED]	T		2018-03-15 / 2018-03-15	----		Letter	Final	1

Z01 - Retrieve Laboratory Information for Patient

Search

Date & Time Period to Search (yyyy-mm-dd) **2018-05-01** to 2018-08-01

Observation Date & Time Period (yyyy-mm-dd) _____ to _____

Quantity Limit? Quantity _____

Consent to View Blocked Information? (none) Authorized by: Patient

Enable Patient Consent Block-All Indicator?

Specimen Collector _____

Performing Laboratory _____

Exclude Performing Laboratory _____

Reporting Laboratory _____

Exclude Reporting Laboratory _____

Patient **Doe, Jane**

Requesting HIC **[149] Thompson, Judy**

Ordering Practitioner _____

Copied-to Practitioner _____

Attending Practitioner _____

Admitting Practitioner _____

Test Request Placer _____

Test Request Status (max. 15) Order Received No results Preliminary

Test Result Code (max. 200) Acyclovir Alimicin Alimicin Alimicin

Test Request Code (max. 100) 11-Deoxycortisol Acetylcholinesterase Acid Phosphatase Acid Phosphatase Prostatic

Search

1 Provide dates that span from 1 day to 4 months. An error message will appear if your timeframe extends the 4 month maximum.

2 Input patient name (Last, First)
*an error message will appear if the client's master record does not have an OHIP #

3 Add Requesting HIC (ICHA MD) from alphabetical dropdown list

4 Click Search

Your results will appear and you have the opportunity to view, file, acknowledge or move a lab to your inbox

OLIS Results Help

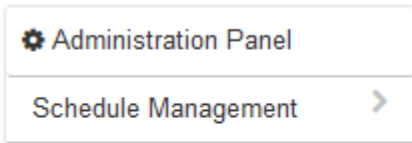
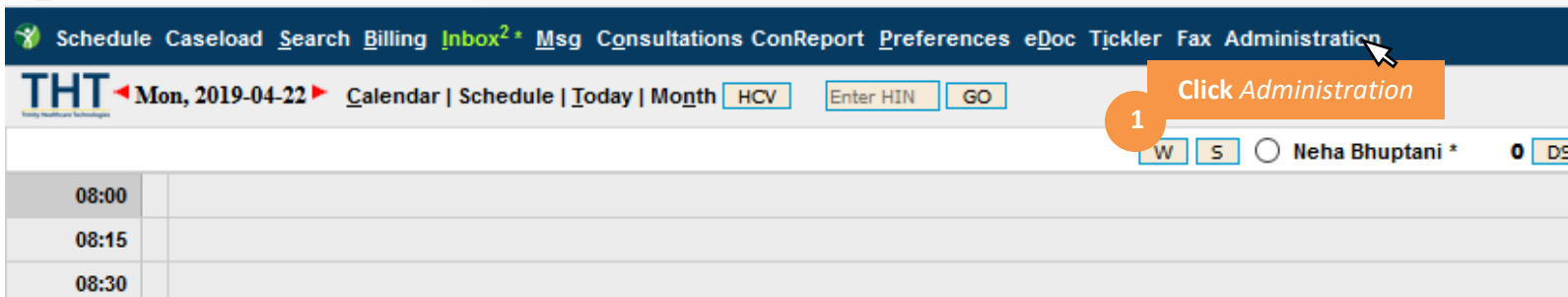
Showing 28 result(s)

Filter by patient name: All Patients Filter by reporting laboratory: All Labs

	Health Number	Patient Name	Sex	Date of Test	Discipline	Tests	Status	Ordering Practitioner
Add to Inbox Preview Save/File Acknowledge	[REDACTED]	[REDACTED]	F	2018-07-25 11:04:03 EDT		Chlamydia trachomatis NAAT / Neisseria gonorrhoeae NAAT	Final	ERIN ELIZABETH ROGERS
Add to Inbox Preview Save/File Acknowledge	[REDACTED]	[REDACTED]	F	2018-07-24 17:45:00 EDT	/ Microbiology	Chlamydia and Neisseria Detection / Urine Culture	Final	DR. ERIN ELIZABETH ROGERS
Add to Inbox Preview Save/File Acknowledge	[REDACTED]	[REDACTED]	F	2018-07-11 00:00:00 EDT	Chemistry	Drug Screen Broad Spectrum	Final	DR. JUDITH ANNE THOMPSON
Add to Inbox Preview Save/File Acknowledge	[REDACTED]	[REDACTED]	F	2018-06-15 00:00:00 EDT	Chemistry	Drug Screen Broad Spectrum	Final	DR. VANESSA JANE REDDITT
Add to Inbox Preview Save/File Acknowledge	[REDACTED]	[REDACTED]	F	2018-06-14 20:36:00 EDT	Chemistry	Bilirubin Glucuronidated	Final	JOHN RAMSAY FOOTE

CREATING a SCHEDULE TEMPLATE

Here is how to create a schedule template on OSCAR.



Select *Schedule Setting* from the *Schedule Management* menu



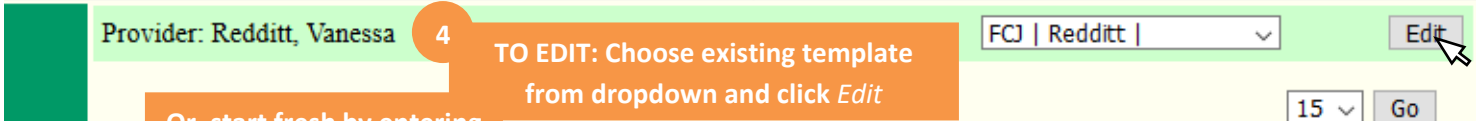
1. Select the provider's name to set up the provider's schedule.
2. Check the 'Holiday Setting' link to specify the holidays.

Select a provider:

3 Choose provider from dropdown and click *Template Setting*

Or do:

Template Setting for



Or, start fresh by entering *Template Name*

4 TO EDIT: Choose existing template from dropdown and click *Edit*

Provider: Redditt, Vanessa

15

Add A Template

Template Name: (<20 chars)

Summary: [Template Code](#)

00:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	02:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	03:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	05:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	06:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	07:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
08:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	09:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13:00	<input type="checkbox"/>	<input type="checkbox"/>	K	<input type="checkbox"/>	14:00	K	<input type="checkbox"/>	K	<input type="checkbox"/>	15:00	K	<input type="checkbox"/>	K	<input type="checkbox"/>
16:00	K	<input type="checkbox"/>	K	<input type="checkbox"/>	17:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23:00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Using the codes found in *Template Code* enter codes according to the physician's preferences and click *Save*

1. Select the provider's name to set up the provider's schedule.
2. Check the 'Holiday Setting' link to specify the holidays.

Select a provider:

---None---

Or do:

Template Setting for Bond, Andrew

6 Return to *Schedule Setting* screen and *Select a provider*: from dropdown. The screen will automatically refresh to the next window.

- ### SCHEDULE TEMPLATE SETTING
1. Use the current R Schedule or select a different one from the select field.
 2. Type in the start date and end date for this R Schedule.
 3. Check the day of week which is AVAILABLE.
 4. Click the 'Next' button.
- * Select R Schedule from the drop down list. Don't change the start date to update the R Sch.

Bond, Andrew ▼ Delete

Date from: 2019 - 04 - 23 (yyyy-mm-dd) to: 2020 - 04 - 23

is available EVERY (Day of Week): Alternating Week Setting

<input type="checkbox"/>	Sun	NONE	<<
<input checked="" type="checkbox"/>	Mon	P:60 Queen AM Inner City Family Health Team	<<
<input type="checkbox"/>	Tue	NONE	<<
<input type="checkbox"/>	Wed	NONE	<<
<input type="checkbox"/>	Thu	NONE	<<
<input type="checkbox"/>	Fri	NONE	<<
<input type="checkbox"/>	Sat	NONE	<<

7 Enter begin/end dates in *Date from*; select schedule template, check day of week, select site and click << to copy template to selected day.

8 The schedule template you've selected will display on the right. A good tool to ensure you've selected the correct template. Once confirmed click *Next*

Next

- ### SCHEDULE SETTING
1. Select the right month.
 2. Click the date you want to specify.
 3. Type in the schedule of that day in the pop-up window.
 4. Repeat 1-4 until ...
 5. Click the 'Next' button.

Bond, Andrew effective (2019-04-23 - 2020-04-23)

◀ last month 2019-4 next month ▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 P:60 Queen AM	2	3	4	5	6
7	8 P:60 Queen AM	9	10	11	12	13
14	15 P:60 Queen AM	16	17	18	19	20
21	22 P:60 Queen AM	23	24	25	26	27
28	29 P:60 Queen AM	30				

9 Confirm template has been attached to correct dates. Click on individual dates to open edit window. Once corrected/approved, click *Next*.

SCHEDULE SETTING - Mozilla Firefox

https://ficha.oscargco.com/oscar/sched

Date: 2019-04-01

Available: Yes No

Template: P: |

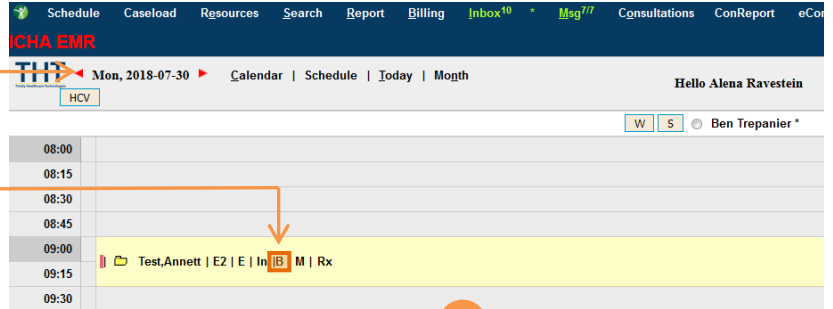
Location: Agincourt Community Services Association

HOW TO BILL USING OSCAR

Submit shadow billings to contribute to ICHA's patient-focused funding

1 Open your schedule, selecting appropriate date and site (see pg. 1 for detailed instruction)

2 Select the "B" from the appointment shortcuts found on the day's schedule.



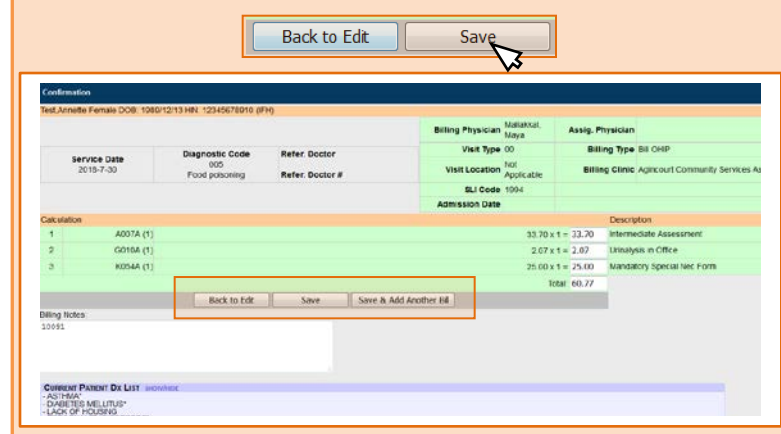
3 Click **Billing form:** to select from **PSYCHIATRIST** or **PRIMARY CARE PHYSICIAN.**
To autoselect your preferred form, change your settings in *Preferences* (see pg. 3)



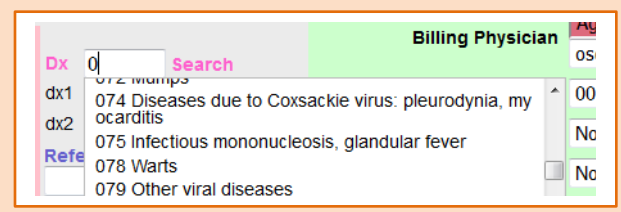
4 Select from billing codes, applying check boxes to all of those which apply.



6 Review selections in the **Confirmation** window and click one of the options: Either *Back to Edit* your billing or confirm by clicking *Save*



5 Enter a **Dx Code**



And click **Next** in the top right-hand corner

There is also a Billing Shortcut featured in eChart Encounter writing palette. For convenience, write your clinical note and select the to Sign, Save and open the Billing window

