

A Message from the AIHS CEO

On behalf of AIHS, I would like to express our gratitude to all healthcare providers for risking their personal health to take care of everyone. And, not only are you taking greater risks, much of what you do is now harder. Kudos to all of you!

This is also a challenging time for AIHS, but in a completely different way: electronic health solutions are more important than ever and the demands on AIHS have grown every day since declaration of the pandemic. We are now literally working night and day to support you. Some examples:

- Although we have been practicing physical distancing, AIHS' support and the development of MOIS remains uninterrupted.
- We have changed our answering service to better distribute support calls to our team who are now largely at home.
- We have updated MOIS with new forms and codes related to COVID-19.
- We have been transitioning a number of customers to MOIS Cloud to facilitate virtual care. We are also standing up several new, large virtual clinics.
- We have been working to ease the overnight transition to virtual care: we've added support for electronic signatures in prescriptions and paper forms (ask us!) and have partnered with SRFax of Nanaimo for electronic faxing.
- We have prioritized a gamut of suddenly critical features, including an integrated telehealth solution in MOIS and myhealthkey.

And, about myhealthkey: go to <https://myhealthkey.ca> and you will see that it is live!! It supports online scheduling for appointments and is fully integrated with the scheduler in MOIS 2.25. Please reach out to us to participate in the MOIS 2.25/myhealthkey beta.

Last, but not least, AIHS will be changing its name! (!!) Soon we will legally become *Bright Health Solutions Society* and we'll often go by, simply, *Bright Health*. I really like the new name and look. I hope you do too. More on this later in the newsletter...

Take care and be well!

Bill Gordon

President and CEO

Applied Informatics for Health Society (*aka Bright Health*)

COVID-19

In light of the COVID-19 pandemic, we've made some updates to both our organization and MOIS.

New forms: We've added a number of COVID-19 paper forms to the MOIS Forms Exchange, including the BCCDC reporting forms. We've also added handouts for both patient and outpatient clinics – kindly provided by Northern Health. *As always, let us know if you need a form created and added to the Forms Exchange.*

New codes: We've added the C19 ICD-9 code which can be submitted to Teleplan for billing. We've also added a collection of SNOMED and ICD-10 codes which can be used for documentation purposes. Search for "COVID" in the user manual for a list of the new codes.

Organizational changes: AIHS employees are now largely working from home. But, we are committed to maintaining our standard of customer service. As always, we are available during our regular office hours: 8:30 AM to 4:30 PM, Monday to Friday. Don't forget we still have our regular after-hours call service: please continue to call our regular office line for any emergencies.

Our New Name: *Bright Health*



Applied Informatics for Health Society, the creators of MOIS, will be legally changing its name to *Bright Health Solutions Society*. Informally, we'll go by *Bright Health*. We think the new name and look are contemporary, more approachable and reflect our vision and mission well. And, *Bright Health* is just plain easier to say!

But, even though we will have a new name and look, we are not changing our MO: we will remain a not-for-profit society, our leadership and people are unchanged, and we will continue to do business out of our Prince George and Vancouver offices. MOIS will remain as-is and unaffected by the change. Well, we might touch up the logo... And you will still have access to the same familiar customer support team.

Further details will be sent out to you regarding this change in the coming weeks. If you have any questions in the meantime, feel free

to reach out to our Director of Marketing and Sales: Jackie Pearl. She can be reached at jpearl@aihs.ca.

Electronic Signatures

To better support virtual care/providers working from disparate locations, we have created an update for MOIS 2.24 that allows providers to add an electronic signature to prescriptions and paper forms. These features are also in MOIS 2.25. If you wish to take advantage of these new features, please reach out to us at support@aihs.ca. Important: *We appreciate the importance of these features at this moment. Please be patient waiting for us to update your instance of MOIS!*

MOIS 2.25: In Beta!

MOIS 2.25 is now in beta!

On the surface, MOIS 2.25 doesn't look that different from MOIS 2.24. As such, it's an easy upgrade for users: the big features are new and optionally used. Your workflow doesn't change unless you want it to.

But, under the hood, MOIS 2.25 is a milestone for AIHS: 1) it is integrated with our personal health record product – myhealthkey



and 2) it supports web-based forms. Web forms are a key step on the way to a web interface for MOIS. MOIS 2.25 also includes *Panels and Value Sets* (see the separate article in this newsletter) and we have added the DSM-5® reference set. And, of course, there are tons of other improvements and fixes.

Please reach out to support@aihs.ca if you wish to participate in the MOIS 2.25 beta.

MOIS 2.25: DSM-5 Reference Set

Many MOIS users have been requesting and waiting with anticipation for the arrival of the DSM-5: the Diagnostic and Statistical Manual of Mental Disorders. The wait is over! DSM-5 is available in MOIS 2.25.

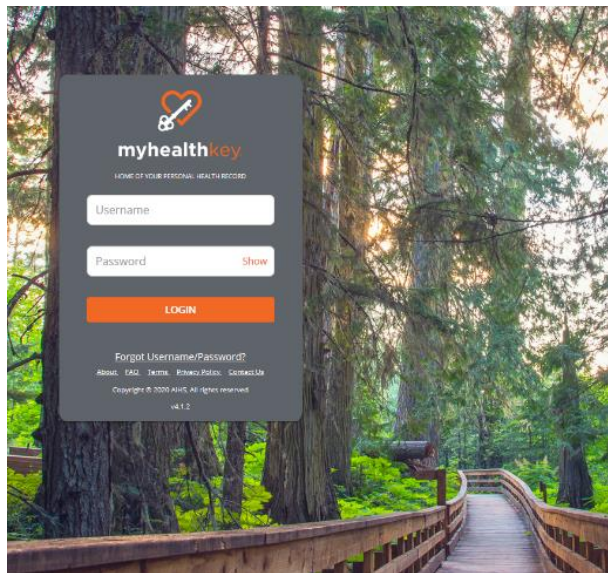
Important: Unlike other codesets, AIHS will charge a fee to use DSM-5. This is because the creator of DSM-5, the American Psychiatric Association, charges AIHS a fee for every user every year. For more information on DSM-5 licencing costs, please contact AIHS at support@aihs.ca.

MOIS 2.25: Panels and Value Sets

We have added *Panels and Value Sets* in MOIS 2.25.

What is a Panel? A Panel is a collection of related observations. They were created to simplify data entry, group related measures and review trends. Panels are available wherever Measurement Templates are available. When in the Measures folder, any records created from within a Panel will be grouped together when your *View Type* is set to Panel View.

What is a Value Set? A value set is used to represent the possible values of a coded data element. You can assign a Value Set to a lab code in Lab Code section of the Administration Module. This will allow more controlled entries in the value field by restricting entries to a pick list.



The screenshot displays two panels from the MOIS 2.25 web form. The top panel, titled 'Update Panel Housing Status', shows patient information for AMY ANXIETY (DOB: 1972.11.03, 47 YR OLD, F, BC 91524). It includes a 'Housing Status' section with a 'Collect Date' of 2020.04.02 at 12:20, ordered by HALLIWELL, A., and collected by ADMINISTRATOR. Below this is a table of 'Most Recent' data with columns for 'Collected', 'Ordered By', 'Test Name', and 'New Value'. The table lists three entries for HALLIWELL, A. on 2020.04.02: LIVING ARRANGEMENTS, HOUSING TENURE (highlighted), and PRECARIOUS LIVING CONDITIONS. The bottom panel, titled 'Value Set List', shows a table with columns for 'Value' and 'Description'. It lists various housing types: CONDOMINIUM (Commonhold / Strata Title), COOPERATIVE (Ownership of the entire building or complex is held in common by a homeowners' assoc), OWNER OCCUPANCY (The patient that occupies a house owns the building), PUBLIC HOUSING (Government-owned housing, whether provided for free or leased at a subsidized rate), SQUATTING (Occupation by non-owner without permission by the owner, if any), and TENANCY (A landlord who owns an apartment or building rents the right to occupy the unit to a tenant).

such as measures and encounters, but they could only be designed by AIHS developers.

HTML forms open up MOIS medical records in new ways so that more people can try out and share creative ideas about how an EMR should look and act. And, HTML forms can be created by third party developers as well as by AIHS staff. With HTML forms, we've enabled a new, powerful way to customize MOIS to your practice and the way you want to work.

Our goals for HTML forms:

- to allow sophisticated forms to be created with less developer involvement,
- to start on a web-friendly programming interface that will ultimately be available for software developers, and
- to lay the ground work for a web interface with a more modern look and feel for MOIS.

MOIS 2.25: Web Forms

MOIS 2.25 includes support for HTML forms -- a powerful new way to customize MOIS.

What is HTML? HTML is the language of web pages. These new forms are web pages that can display and modify MOIS medical records. And, they are seamlessly integrated with MOIS: When adding a measure, an HTML form can pop up responding to specific lab codes. When attaching a document to an encounter or other medical record in MOIS, installed HTML forms will be in the list along with the other types of forms.

And, the form that opens can have links back into MOIS charts. So clicking a link on these forms can open a folder in a chart. If the form is for a different patient, the link can also open that patient's chart in MOIS at the right location.

MOIS already has a wide variety of forms – paper forms, letter writer templates, calculators, and questionnaires, just to name a few. Until now, it was impractical to have forms that were both easy to customize and fully integrated with MOIS charts. Paper forms and the letter writer are good for sending out EMR information, but information entered in them remains in an attachment. Other form types can create MOIS records

In MOIS 2.25, the following chart elements are accessible for *read access* from a web form: Demographics, Connections, Health Conditions, Encounters, Measures, Allergies, Goals, Planned Actions, Orders and Service Episodes. Chart elements accessible to web forms for *writing* or *updating* include Observations and arbitrary new form information in the web form. Future releases of MOIS will extend the accessible chart elements.

Business Cost Premium

As agreed to in the 2019 Physician Master Agreement, effective April 1, 2020, eligible physicians are able to claim a new Business Cost Premium (BCP) on fees for Consultation, Visit, Counselling and Complete Examination services to help cover the rising rent, lease, or ownership costs of a community-based office.

If a claim meets the criteria for the BCP, the claims system will automatically apply the percentage for the premium and calculate the daily maximum. The payment for the BCP will show as a level 1 adjustment on the associated remittance statement and will be paid out to the MSP Payee Number associated with the claim.

Details of the payments will be included in the remittance file. If the daily

maximum is reached and the BCP is not paid as a result, an explanatory code will appear on the remittance statement.

To receive the premium:

- Physicians need a Facility Number (or Facility ID) that corresponds to the physical location of the clinic. Some clinics already have a Facility Number.
- An online form needs to be completed to associate the physician with the Facility Number.

The applicable forms can be found here:

<https://www.doctorsofbc.ca/news/what-you-need-know-about-business-cost-premium>.

Note: the BCP is not available to physicians who receive the rural retention premium.

For questions regarding the BCP: we've added additional information about the BCP to the MOIS user manual. Help through Teleplan is also available: they have a specific line option for BCP when you call their main number. And, of course, you may call or email us!

Introducing Our Next Generation of MOIS Developers!



John (based in of Prince George) and his partner Julie welcomed baby Ava on January 26th!

Kiran (based in Ontario) and her husband Smijo welcomed baby Anton on April 5th!



Congratulations to John, Kiran and their families! We can't wait to put your kids to work on the next version of MOIS ☺.

Newsletter Contest

Please send us a picture of your pet! May the cutest animal win!

An example: here is Jeff, our lead developer, with his 1st new puppy. And, there is another one in the hopper...

