

PRIMARY CARE MONTHLY

The Brantford Brant Norfolk Primary Care Council Newsletter



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Dont miss out!



Family Physician Recruitment
Our Stage to Your Future

Last chance to enter our
Doctor's day draw! Entries
must be received by end
of day May 30th

SCAN THIS QR CODE TO BE
ENTERED IN TO WIN A PRIZE.

PRIZES INCLUDE \$25-\$75 GIFT
CARDS PLUS A GRAND PRIZE!



**BRANTFORD
BRANT
NORFOLK**
Primary Care Council

What is Online Appointment Booking (OAB)?

An online booking platform allows patients and their caregivers to request or directly schedule appointments (virtual or in-person) with their primary care clinician using a desktop or mobile device.

How will implementing OAB benefit me?

- Highly customizable schedules (appointment duration, visit type, etc.)
- EMR schedule is integrated with the online appointment booking solution, which enables flexibility for both the provider and administrative staff
- Ability to track booking and communication statistics in order to monitor trends and change as needed
- Decreased no-show rates due to automated appointment reminders, leading to fewer gaps in schedules
- Improved efficiency and reduction in administrative burden by decreasing time spent scheduling and confirming appointments over the phone – fewer phone disruptions gives staff time to focus on other tasks
- Increased availability to focus on patients who prefer the phone or are calling in with urgent concerns

Funding opportunity for 2023/2024

- Ontario Health has recently announced opportunity for funding for 2023/2024 for Primary Care (MD, NP, Allied Health) to support implementation of On-line appointment booking
- This will cover the monthly licensing costs for approx./up to 9 months and also the build/ implementation/set up costs for new providers to be live prior to March 31, 2024.

For clinics/providers who implemented in 2022/2023 sustainment costs for 50% of licensing is also available.

Sustainability Costs for 2024/2025:

- Monthly fee (i.e. per schedule per month) is approximately \$55 plus HST per license if choosing OCEAN as primary vendor



Online Appointment Booking in Brantford, Brant & Norfolk

Communicate your interest in participating!

- The OHT proposal is to be submitted through the OHT in the next 2 weeks.
 - **Response Deadline: Wednesday June 7, 2023**
 - Kindly note that there will be no extension to the above date as the proposals are due for submission prior to June 9, 2023
 - Please complete the survey below to indicate interest
 - Survey Link: <https://www.surveymonkey.com/r/X88QZV5>
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Who is providing Online Appointment Booking in Brantford Brant Norfolk?

Below are a few OHT partner organizations using OAB:

- Norfolk FHT (OCEAN as primary vendor)
- St Paul's FHO (OCEAN as primary vendor)
- Charing Cross Medical (OCEAN as primary vendor)
- Norfolk Wellness FHO (OCEAN as primary vendor)
- Waterford Health Center (OCEAN as primary vendor)
- Avenue Medical (Medeo as primary vendor)



What types of appointments have the above clinics set up?

Below are examples of the appointment types set up by the clinic (not all are for each clinic)

- Male/Female Health concerns
- Flu Shot
- Follow up
- Follow up ER/Hospital Admission
- Follow up Specialist apt.
- Forms
- Gastrointestinal concerns
- General Appointment
- General Wellness Visit
- Injection
- Medical Injections etc. .

STRATEGIC PLAN IMPLEMENTATION UPDATE

Highlights this month:

- Funding Expansion:
 - There has been recent discussion around new expanded funding for “family health team” type care models
 - Have yet to decide whether to submit an expression of interest as one OHT or separately as individual organizations.
- Engagement
 - The PCC continues to be open to engagement with all primary care providers. & seeks representation from walk-in clinics and family doctors that are not already represented on the Council.
 - The PCC continues with improving relationships with our specialist colleagues.
- Digital Minimalism
 - The PCC is seeking input on how to handle the large amount of new digital solutions that are being introduced
 - How do we determine standards for what is useful & relevant?

CANCER SCREENING

- The OHT has aggregate data on screening rates, but there is time lag in available data – 3 or 6 months.
- Discussions ongoing regarding mobile cancer screening approach.
- **OHT ask: Is there anything we can do to help you with screening rates?**
Email primarycare@bbnoht.ca

BCHS UPDATES

- Starting on June 1, the ER physicians at BGH will be utilising an updated fax cover sheet that will indicate where 48-72 hour follow up is requested, with specifics about the issue(s) to be addressed.
 - Please alert the physicians and nurse practitioners in your respective groups to this change. We would like feedback on how this communication tool is working, and if/how accommodating these follow-ups is affecting daily clinic flow.
- BCHS has removed universal masking mandate.
- Leadership transitions
 - Dr. George lead of internal medicine
- Dr. Downie is unable to accept referrals until June 2023
- Dr. Godzisz is unable to accept referrals as of April 1, will reassess in July 2023

OHT STRATEGIC PLANNING

The Brantford Brant Norfolk OHT would like to thank the primary care community for their assistance with our OHT Strategic Plan Survey distribution. With your help, we were able to receive over **500 unique responses** through various engagement methods in only a two week time period! These surveys will be instrumental in guiding our 3-5 year Strategic Plan and future priorities and objectives.

INFORMATION RECEIVED THIS MONTH

FREE, 24/7, SUBSTANCE USE SUPPORTS FOR ONTARIANS

- Ontarians 16+ living with substance use challenges can access free online supports through 'Breaking Free', a self-paced, evidence-based, well-being and recovery program. Breaking Free aims to help people to reduce or stop the use of more than 70 substances, including opioids, and is available in English and French.
- Signing up through [BreakingFreeOnline.com](https://www.breakingfreeonline.com) is easy and confidential – just a postal code is needed. If healthcare providers or organizations wish to share information about Breaking Free, implementation, training, and promotional resources are available on the [program's website](https://www.breakingfreeonline.com).



EXPRESSION OF INTEREST: DIGITAL CLINICAL LEAD, PRIMARY CARE

- We are pleased to share that Ontario Health is seeking expressions of interest from practicing Primary Care Physicians with extensive experience in the digital health space for the position of Digital Clinical Lead, Primary Care.
- This opportunity is open to all qualified candidates. The Digital Clinical Lead will provide expert advice to help establish and implement a clinically-guided change program that is empowered to direct the delivery of several connected digital solutions that will support burden reduction for frontline providers, with a focus on primary care (specifically co-leading the initiative to modernize provider communications). The Digital Clinical Lead will report directly to the Senior Advisor, Primary Care and work closely with the Senior Director, Primary Care and Social Determinants.
- Expressions of interest should be submitted via email to PrimaryCareProgram@ontariohealth.ca **no later than 11:59 PM on June 11, 2023.**
- Questions about the role may be submitted to PrimaryCareProgram@ontariohealth.ca no later than May 29, 2023. A consolidated list of all questions and answers will be available to any party, by request, by June 2, 2023.
- For more information on role: [Digital Clinical Lead, Primary Care EO](#)