

PRIMARY CARE MONTHLY

The Brantford Brant Norfolk Primary Care Council Newsletter



IN THIS ISSUE

eReferral Update

**FAMILY MEDICINE
RESIDENCY PROGRAM**

STRATEGIC PLAN UPDATE

**OHT DIGITAL HEALTH
UPDATES**

HEALTH811

LAUNCH OF OHT WEBSITE

NOW LIVE WITH OCEAN eReferral: BRANT COMMUNITY HEALTHCARE SYSTEM!

- Great news! Brant Community Healthcare System can now receive all Medical Imaging and Cardiac Diagnostics requisitions electronically through Ocean eReferral.
- Your current practice of sending referrals through fax remains.
- To get set up on the OCEAN eReferral Platform, contact eReferral@ehealthce.ca or kim.meier@bchsys.org
- Benefits of eReferral:
 - Integration with most EMRs allows you to send referrals quickly and receive updates within your EMR
 - Standardized referral forms are populated automatically
 - Discover services and programs to refer to using the map-based directory, complete with wait times where available
 - Easy and secure in-solution communication reduces administrative tasks, such as follow-up phone calls
 - Patients can confirm their appointment online and choose to receive email notifications, which include referral status and appointment details
 - All costs are covered, including training and set-up



**BRANTFORD
BRANT
NORFOLK**
Primary Care Council

MCMASTER FAMILY MEDICINE SEEKING RESIDENCY PRECEPTORS

The Brantford Brant Norfolk Primary Care Council (BBNPCC) hosted a presentation from Dr. Tanveer Singh, Site Director at the McMaster Family Medicine Grand Erie Six Nations site, located in Brantford, to provide information about their current need for Family Medicine preceptors.

McMaster Family Medicine is seeking experienced Family Physicians to join their team as residency preceptors. With increasing healthcare needs in our community, the planned expansion of the site, and increasing numbers of residency positions, they are looking to double their current pool of preceptors to approximately 20-30 over the next several years. As a preceptor, you'll help shape the careers of budding Family Medicine Physicians and contribute to the improvement of healthcare in our community. The benefits of being an FM preceptor are numerous, from diversity in practice, to helping recruit and retain physicians in our community.

In addition to professional development and CME, becoming a preceptor offers the chance to impact the future of medicine and our community. You will be helping to create a network of colleagues and potential future colleagues who will contribute to the advancement of Family Medicine in our community.

Please check their website: <https://fammed.mcmaster.ca/join-us/faculty/becoming-a-postgraduate-preceptor/> for more information. If you're interested in joining their group of preceptors or have questions, please contact Dr Singh at tanveer.singh@medportal.ca.



ONLINE APPOINTMENT BOOKING (OAB)

WHAT IS OAB?

The ability for patients to access and make real-time (24/7) primary care office/team defined appointment types. There is also ability to communicate and confirm appointments back to the patient using email communication.

WHAT IS HAPPENING IN OUR OHT?

- Contact OHT Digital Health Lead Kim.Meier@bchsys.org for more info

COMING SOON: ConnectMyHealth

- ConnectMyHealth is a digital health solution that provides patients with an online, single access point to view health records from many healthcare facilities in Ontario.
- ConnectMyHealth can be used on desktop and mobile devices, there's no cost to use it, and there's no app to download when accessing your account via the web.
- Data Availability can be found here: <https://info.connectmyhealth.ca/data-availability>
 - This page contains the most up-to-date information on what types of health records are viewable in CMH, and from what healthcare source systems

SAEGIS SHIELD CYBERSECURITY UPDATE

- Out of 139 onboarded users:
 - 89 have completed the program
 - 12 are in progress
 - 38 have not yet started
- This is a friendly reminder that if you have enrolled, you must complete training by March 31
- Please be sure to log in at <https://saegis.myabsorb.ca/> to complete your training

STRATEGIC PLAN IMPLEMENTATION UPDATE

The second round of strategic planning survey results have been reviewed. The Primary Care Council will be reaching out to offices individually, requesting 1:1 time to talk about the council and our strategic plan. The PCC's main focus will be to engage the walk-in clinics and family doctors that are not already represented on the council. The PCC is looking to improve relationships with our specialist colleagues and reducing the administrative burden.

The Strategic Plan Implementation sub committee continues to be active in reaching out to engage Primary Care providers in Brantford Brant and Norfolk. The recent survey confirmed the ongoing issues that are contributing to burnout amongst primary care providers. We continue to look for ways to reduce the administrative burden, support you with digital health tools to increase your practice efficiency, and advocate for improved communication with other health care providers to improve patient care.

We are exploring the new funding opportunities, recently announced, for Family Health Care Teams.

If you have any questions about the Strategic Plan or would like to learn more about what the Primary Care Council and the OHT please contact Dr David Vincent at d.c.vincent@outlook.com.

HEALTH CONNECT ONTARIO (PREVIOUSLY TELEHEALTH) REBRAND TO **HEALTH811**

- Health Connect Ontario (previously Telehealth Ontario) has been rebranded to Health811
- Health811 is a free, secure and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services and find trusted health information.
- Patients can call 811 (TTY: 1-866-797-0007) for assistance with a variety of health-related questions and concerns or live chat on the site.
- If your organization has any materials featuring references to Health Connect Ontario (or Telehealth Ontario), please update this information to mention Health811 instead and include the new contact information for the service.
- [Visit the website to learn more and help promote to your patients](#)

Health advice made easy

Connect with a registered nurse day or night for free, secure and confidential health advice.

Chat with us

Call 811 (TTY: 1-866-797-0007)



Get connected to health care 24/7

Access safe, high-quality care and avoid unnecessary visits to the emergency room. This service is an easy way to get connected to care you or your loved ones need, but it does not replace your other touch point with your health care provider. In a medical emergency call 911 immediately.



Find a health service

Look for a doctor or health care services near you

Find a service



Check your symptoms

Use our symptom assessment to learn more about your symptoms

Run symptom check



Get health advice

Connect with a registered nurse to discuss your health

Chat with us



Search the medical library

Learn more about medical terms or conditions

Explore now

LAUNCH OF OHT WEBSITE

The Brantford Brant Norfolk OHT is excited to announce the launch of their newly developed website: bbnoht.ca. This new website has several unique features to the OHT such as:

- 24/7 health service navigation (local and provincial) under "Find Health Services"
- Community partner events and news updates
- Brantford Brant Norfolk Primary Care Council pages with relevant information and toolkits for primary care
- Persons with Lived Experience pages with recruitment & engagement information

This website was developed with the input and expertise of over 25 community partners and collaborators and reviewed through the client lens by members of our Persons with Lived Experience (PWLE) committee.

In addition to the website, the OHT will also have two new email addresses that can be used by both community partners and the general public:

- contact@bbnoht.ca
- primarycare@bbnoht.ca



BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM

WHAT THIS MEANS FOR PRIMARY CARE:



Access all past and present PCC newsletters



View OHT digital health updates & training registration information



Access a growing list of primary care toolkits & resources



If you have a valuable resource for others to use please email primarycare@bbnoht.ca



View ongoing projects of the Primary Care Council



View & download the PCC Strategic Plan

