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Five Issues That Prevent From Using Your EMR Effectively

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Ian PUN, MD, Family Physician, Scarborough, Ontario.

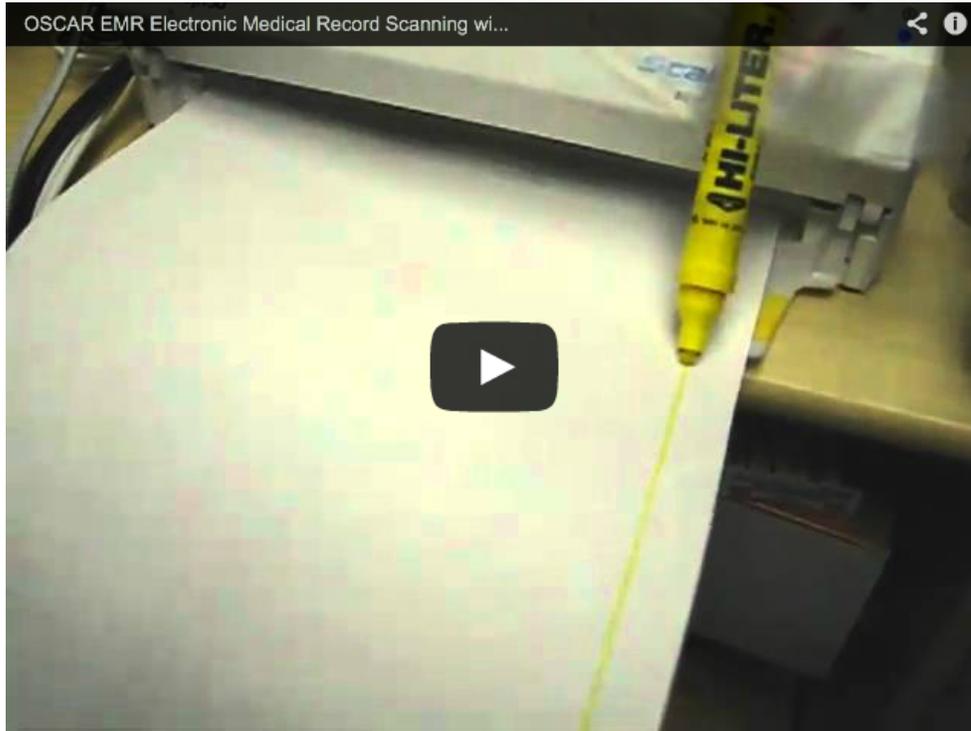
OSCAR McMaster EMR user since 2010.

Abstract

As of 2014, over 75% of primary care physicians in Ontario have adopted,¹ or are in the process of adopting an EMR. Those physicians who are new to using EMR will find many pitfalls, many of which are common and are preventable. I will specifically deal with the OSCAR McMASTER EMR and what issues I saw my fellow colleagues and myself experience in the Ontario context.

Key Words: Hardware, Network, OSCAR McMaster EMR, issues, scanning, lab, HL7.

The OSCAR EMR,² founded by Dr. David Chan and developed at McMaster University, is an open-source program running on a local network computer system consisting of two identical servers (one main and one redundant backup) running Linux operating system accessed by regular Apple Mac or Window PC's throughout the office. Being open-source the OSCAR program can be downloaded free of charge from the website sourceforge.net. However, the set up of such a system is beyond the scope of most physicians although a handful of doctors having computer or engineering backgrounds have successfully deployed it. Most require the help of an approved OSP (OSCAR Service Providers).¹⁴ OntarioMD gives funding³ for the latest eligible version of OSCAR EMR Version 12.1.1 Specification 4.1A.



Congratulations, Doctor, you have finally taken the plunge and converted your office into using Electronic Medical Records (EMR). You have probably invested tens of thousands of dollars and six months to a year in the long process of procurement and installation, in addition to the necessary options of data conversion from your old computer billing software or defunct EMR. I will list the common pitfalls below:

1. Using inappropriate computer hardware and software.

Having obsolete and/or incompatible computer hardware causes many issues. OSCAR is a client/server based system where you access the OSCAR system through a internet browser (Firefox recommended) from any computer, tablet or smartphone. Unlike competing EMR's, there is no specific installation on the client side and both Mac's and PC's can use OSCAR. Although OSCAR can run with the latest Firefox browser in Windows XP or on a PowerPC Mac OSX 10.4, you must upgrade older client computers to meet at least the minimum specifications for a faster and more productive experience. Windows XP, although still being used by many businesses, has been officially discontinued by Microsoft and most recent PCs will not run XP natively. New PC's must run Windows 7 or 8 or an Ubuntu Linux 10 desktop. Apple users must have at least an intel Mac (circa 2007 or greater) with MAC OSX 10.5. Hardware that is within four years old with Intel core 2 Dual processor with 4G RAM minimum can use OSCAR comfortably. Even the newest low end Intel i3 processor performs at the same speed as higher end processors from just a couple of years ago.

Using tablet computers such as iPads or smartphones such as Android phones for OSCAR is great on occasional when on the road, but you will find the small screen, the limitation of features (such as printing) and the difficulty of typing on a small virtual keyboard is unacceptable for extended usage. Use a Mac or PC desktop or laptop computer with a full size keyboard, mouse or trackpad and a large 24" LCD screen. Using multiple large monitors connected is even better as you can view numerous open windows without having to scroll or flip them. I use a Apple Macbook Pro with an external LCD screen and keyboard.



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Having obsolete computer peripherals are another hinderance. Older fax machines are slow and their consumables are expensive. Older scanners are slow and prone to jamming. Inkjet printers, although very cheap and can print in colour, are unsuitable for an office environment as the ink is expensive and cannot last more than a few hundred pages before replacement. For printers, I recommend networkable black and white laser printers with separate toner and drum components. Brother makes reliable and inexpensive laser printers such as the Brother model HL-5450DN. Since, these printers are so inexpensive (street price about \$200 each), you can afford to have a printer in every room. They are networkable, can print on both sides of the paper and toner costs, especially third party ones, are low.

Most recent fax machines can perform scanning functions. The Brother MFC multi-function fax/scan/printer can accept paper to be faxed or scanned from its sheet feeder or its flat-bed. Scanning requires a special ftp (file share) folder to be set up on one of your computers so that when you press the SCAN button, the pdf file will be saved into that particular folder. But for high volume scanning, as in archiving your all legacy paper charts, it is better to get a dedicated scanner. It is not unusual for an office to have a million pages that need to be scanned. A current model Fujitsu ix500 scans at 30 pages per minute double sided. It is a popular, reliable model that is high speed and does not jam easily even with wrinkled or thin paper. For \$500 it includes a full copy of pdf editor Abode Acrobat. When you doing scanning, use a highlighter marker taped to the scanner to mark the paper with a yellow line as it feeding through signifying a successful scan.¹¹

Fujitsu makes scanners recommended for OSCAR users as it can scan both sides of the page in one pass (Figure 1).

Figure 1: The Fujitsu scans on both sides of paper in one pass



It is most important to have a computer, a printer and even a scanner in every single clinic room where you do consultations. With more hardware conveniently available, you will save time in data entry and fetching hardcopies as you see your patient. Therefore, budgeting a balanced Infrastructure is important. I have seen a office where the OSP provided a pair of expensive high-end XEON HP servers, each being 3 feet tall and weighing 50 pounds for a single physician user. This unnecessary expense of having \$8000 servers left the physician having so little funds remaining that he settled with only slow client computers (single core intel), one scanner and one printer for the entire office. For the low usages of OSCAR, a wiser decision would have been use more economical server hardware. A pair of \$1000 Apple Mac Mini servers would have been more than sufficient for even for two physicians and two staff leaving more funds for extra terminals and printers.

Having redundant backup hardware is important. You should have extra keyboards, mice , ethernet and USB cables in the office.. By OntarioMD requirements, you must have a identical server for backup in cause if the main server suddenly dies, so you can immediately use the backup. A second off-site backup server is highly recommended as well. Every computer, most importantly the servers and network devices , the modem, routers and switches, should be powered by UPS (Uninterruptible Power Supply) backup batteries as programs can become corrupted by the sudden loss of

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electricity.

Using an incompatible browser causes many issues with OSCAR. Most browsers will work. However, there may be a function that may perform erratically. OSCAR officially recommends Firefox version 17 ESR.

2. Using a slow internet connection

Most older office buildings usually only have DSL (Digital Subscriber Line) high speed internet connection through Bell copper phone lines and not through a cable TV line. Although reasonably priced (\$100/month) this is the slowest connection you can get because the download/upload speed is advertised as 5Mbs /1 Mbs respectively but usually half that speed in actual usage. Although downloading is not very important in the day to day usage of OSCAR since your server is located in your office and you can access it at local ethernet speeds ranging from 54Mbs to 300Mbs if using wifi wireless or 100Mbs to 1000 Mbs using a wired connection, you will require a fast uploading connection if you are to access your OSCAR server from another location such as your home office or hospital. OSCAR webpages and pdf documents that show up instantly in the office will take several seconds to even a few minutes to load with a slow connection. There is a new technology that is becoming more widely available this year called Fiber to the Node (FTTN)⁴ which replaces the DSL connection with a Fiber optic line terminal that is near to your office (usually within several hundred meters) From that point, a regular phone line is used. This connection which is a minimum of 15 Mbs down / 10 Mbs up is up 5-15X faster than regular DSL and costs about the same. Of course, the highest speed is having pure fiber-optic straight into your office if you are lucky enough to have that which is even 2-10 X faster.

Your connection to online labs and hospitals is extremely important because most it data is automatically fed and coded directly into OSCAR. For this, you do not need to scan the lab paper, find the patient for which it belongs, and attach the pdf to its echart Documents. The major labs (GammaDynacare, CML, Lifelab , AlphaLabs) present your lab results in a format called HL7. However, each lab company formats their data in different HL7 formats. This is

not straight forward as it requires some work from your OSP (at an additional cost) to set up passwords and secure download folders in your server for each individual lab. There usually an optional charge by the OSP of \$600-800 to set up each lab but once going , labs are uploaded to your OSCAR several times a day automatically. Similarly hospital reports are downloaded automatically from the eHealth server called HRM.⁶ Sadly, none of the downtown Toronto teaching hospitals like UHN provide a connection to OSCAR via HRM yet. CE LIHN GTA hospitals provide their reports via the Lakeridge TDIS server.⁷ Set up of eHealth OLIS will unify the individual lab connections.⁸ Set up of these hospital connections will require additional charges as well.

Labs appear automatically and latest values are displayed in measurements for tracking purposes (Figure 2).

Figure 2: Lab results are coded

Lab Result		+
CHEMISTRY	... 25-Jun-2014	
HEMATOLOGY/HEMATOL...	15-May-2014	
HEMATOLOGY/HEMATOL...	11-Sep-2013	
HEMATOLOGY/HEMATOL...	20-Dec-2012	
CHEMISTRY/HEMATOLOG...	04-Dec-2012	
CHEMISTRY/HEMATOLOG...	23-Apr-2012	▼
Oscar Msg		+
Measurements		+
CDM Indicators ▲		
Diabetes Flowsheet		
BP	... 142/68 25-Jun-2014	
OCCULT BLOO...	NEGATIVE 25-Jun-2014	
WT	... 168 09-Jun-2014	
A1C	... 0.069 09-May-2014	
Alb creat ratio	... 13.7 09-May-2014	
ALT	... 35 09-May-2014	
EGFR	... 53 09-May-2014	
FBS	... 12.9 09-May-2014	
Hb	... 125 09-May-2014	
HDL	... 0.84 09-May-2014	
INR	... 0.9 09-May-2014	
LDL	... 1.04 09-May-2014	
Platelets	... 77 09-May-2014	
Serum Creatinine	... 117 09-May-2014	
TC/HDL	... 3.7 09-May-2014	
Total Cholestorol	... 3.12 09-May-2014	
TG	... 2.72 09-May-2014	
ASA Use	... No 18-Apr-2012	
Foot Exam	... Yes 18-Apr-2012	
Waist Circ.	... 100 18-Apr-2012	
Diabetes Type	... 2 06-Jan-2012	
Autonomic Neuropath...	Yes 06-Jan-2012	
Painful Neuropathy	... No 06-Jan-2012	
Daily Packs	... 0 06-Jan-2012	
Dilated Eye Exam	... Yes 18-Jun-2011	
PROSTATE SPECIFIC	... 2.57 07-Jan-2011	▲

3. Not inputting your data efficiently and properly

Using Electronic Medical Records is a skill that must be learned properly and because of the evolving nature of the computer industry, the techniques will change over time. But first, all staff, including yourself, must "unlearn" the paper way of doing things. It may be

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easier to scribble a post-it note for your staff in half the time you can type an instant message. As you develop your computer skills, these tasks will go faster. Learn the keyboard shortcuts for your particular computer instead of having to go to your mouse and pulling down layers of menus. You can do a command in one keystroke. For example, to toggle between two applications, like your Firefox browser and your Email, use COMMAND-TAB. However, the keyboard short cuts may be inconsistent because different programs and operating systems. The most important computer skill is typing. But if you want to dictate , you can use dictation programs like Dragon Dictate. Even Google has the free online Chrome dictation feature but I feel uncomfortable having my medical information going out into the web to be processed.

For trackable parameters such as weight and blood pressure. It is imperative to input this information into special fields called measurement fields. You can define any type of measurement to represent any type of numerical or textual data. Your newly installed EMR will not have much trackable data but after a few years, provided you have had the automatic lab downloads set up, this becomes useful as you can see trends in your patients blood tests. Also, the data can be searched for research purposes. Measurements screens can be customized. OSCAR provides a large Chronic Disease Management screen for you to input parameters as BP and weight. HbA1C is automatically entered as lab results come back online showing a mini trend graph (Figure 3).

Figure 3: Chronic Disease Management Indicators Input Screen

Reminders
 flulet,
 flulet,
 had zostavax,
 @rogers.com

Allergies

Medications
 1 OD 30 Days 30 Qty Repeats: 0,
 OLMETEC 20MG 1 OD 30 Days 30 Qty Repeats: 0,
 1 OD 30 Days 30 Qty Repeats: 0,
 1 OD 30 Days 30 Qty Repeats: 0,
 OMNARIS 1 OD 30 Days 30 Qty Repeats: 0,
 NASONEX 50mcg 1 O1D 30 Days Qty Repeats: 0,
 1 OD 30 Days 30 Qty Repeats: 0,
 1 OD 30 Days 30 Qty Repeats: 0

Glycemic Control	Value	Comments	Most Recent	Previous
A1C	<input type="text"/>	A1C <input type="text"/>	0.069; 2014-05-09	0.076, 2012-12-04, 0.080, 2012-04-23 0.070, 2012-01-04, 0.072, 2011-06-24 0.078, 2011-01-07

Cardiovascular	Value	Comments	Most Recent	Previous
BP	<input type="text"/>	<input type="text"/>	142/68; 2014-06-25	121/67, 2014-06-09, 134/72, 2014-04-09 134/72, 2014-04-09, 117/56, 2014-03-17 128/76, 2013-11-28, 128/76, 2013-11-28 128/78, 2013-11-23, 126/70, 2013-11-19 117/61, 2013-06-25, 118/66, 2013-03-08
ACE-I OR ARB	<input type="text"/>	<input type="text"/>		168, 2014-04-09, 170, 2014-03-17 168, 2013-11-28, 166.6, 2013-11-23
Weight	<input type="text"/> kg	<input type="text"/>	168; 2014-06-09	166, 2013-11-19, 170, 2013-06-25 168.8, 2013-03-08, 170.6, 2012-12-05 169.5, 2012-08-01

For repetitive text, you can program a template so you do not need to manually retype. Use a template when giving a flu shot with a particular LOT number (Figure 4).

Figure 4: Add/Delete a Template

ADD/DELETE A TEMPLATE

ADD/EDIT A TEMPLATE

Edit Template :

Template Name:

Template Text:

4. You are still using paper forms and requisitions.

When you want to order an MRI from your hospital, you ask your secretary to find the specific form in the pile of custom printed requisition pads. You then ask her need to manually fill out or print out a label for the patient information and stamp it with your office address stamp. Then you manually check and write the tests you want. Then you want a copy for your chart before you hand it to your patient, so you scan it in and attach it. If you had an eform for this MRI, you would simply click on the eform you want. The patient information and your office information is automatically populated in the form. You then click or type the tests you want and then click print for copy for the patient. The copy is saved also in the patient's chart. It is a convenient way to order tests. However, programming of the eforms is also not a straight forward task and OSPs charge up to \$200 for each one. For

custom forms you use personally use constantly, this is a major time saver and is worth the cost. Many commonly used eforms can be downloaded free of charge from the OSCAR website⁹ such as this blood lab requisition even suggests tests for several medical conditions. When I click CHF, CBC, glucose etc. are checked (Figure 5).

Figure 5: Lab Requisition MOHLTC

The screenshot shows a web-based lab requisition form. At the top, it says 'Lab Requisition Ministry Health Long Term Care'. The patient's name is 'Pun, Ian Y H'. The provider's name is 'FAKE JACKY'. The form includes a section for 'CONDITIONS' with a list of checkboxes for various medical conditions. The 'CURRENT MEDS' section is empty. The 'INSTRUCTIONS' section contains the text: 'INSTRUCTIONS: Nothing to eat or drink, except for water, for 10 hours prior to the test.' The 'TESTS' section is divided into several categories: 'Biochemistry', 'Microbiology', 'Vital Hepatitis', 'Prostate Specific Antigen (PSA)', 'Other Tests', and 'TSH, EKG'. The 'Biochemistry' section is checked, and several tests are selected, including CBC, HbA1C, Lipid Assessment, and others. The 'Vital Hepatitis' section is also checked. The 'Other Tests' section includes TSH and EKG. The form is signed by the provider on 2014-07-11. At the bottom, there is a 'Providers' list showing 'Education, Diabetes' and a 'Signature' field with a handwritten signature.

5. Not going to the right people for help.

OSCAR comprises the second largest base of EMR users in Ontario so there is much community support. The first line of support is through your OSPs. Most OSP's provide exceptional service and will resolve your issues. OSCAR is an ongoing development so bugs are bound to surface especially when new features are released. When an issue arises, document the exact steps you did to reproduce the program and report it to your OSP. If you do not find a satisfactory answer from your OSP, the online OSCAR forum⁹ is useful as many other OSP providers and other OSCAR end users will respond to your issues free of charge. This user forum is BC based but it also services Ontario issues because there is no specific Ontario forum. Please share your experiences, good and bad, about OSCAR in this forum so that issues can be corrected. For advanced users, there is also a developers forum.¹⁰ In the unfortunate situation in which you OSP is not resolving your issues, you can contact www.oscar-emr.com.¹² McMaster University holds regular OSCAR conferences held by founder Dr. David Chan for all users, beginners and advanced to meet and learn.¹³

OSCAR is a community driven EMR program which evolving and improving from the feedback of all physicians, so if you have a issue or new feature you would like to see, please post a comment in the online forums.



SUMMARY OF KEY POINTS

Five Issues That Prevent From Using Your EMR Effectively

1. Using unsuitable computer hardware and software.
2. Using a slow internet connection.

3. Not inputting your data efficiently and properly.

4. You are still using paper forms and requisitions.

5. Not going to the right people for help.



CLINICAL PEARLS

OSCAR McMaster EMR is an ongoing product that is physician community driven. Use reliable computer hardware and networking.

Use a dedicated scanner. Use electronic forms. Code medical information properly. Go to online forums for help.

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