

GHHN Primary Care OAB Vendor Questions

1. Which EMRs does the OAB tool integrate with?

- TELUS PS Suite [Integrates with PSS – requires Telus Health involvement]
- CHR
- OSCAR [All versions of Oscar – Well Health, Oscar, Juno, Avaros, ..]
- Accuro [All versions of Accuro / QHR]

2. How does the OAB tool integrate with EMR schedule?

- Changes made to schedule in EMR (e.g. reschedule or cancellation) automatically update OAB tool
- Patient able to cancel and reschedule from OAB – changes updated in EMR
- Cancellations coded appropriately in EMR
- Able to use without a health card if registered to the practice
- Has wait list & auto-notifications
- Team based booking (Patient only sees clinicians available to them)
- Shared Medical Appointment (multiple schedules/clinicians)
- Group booking (multiple patients)

3. How are schedules and booking requests managed?

- Does not require practices to manage the schedule in duplicate in the OAB tool or to manually confirm or accept a booking “request”
- Cancellation timelines definable by the clinic (e.g. cancelled up to XX hours in advance is cancellation and after is no-show for purposes of capturing for billing)
- Trigger appropriate customizable notifications to patient for bookings and reminders (based on patient preference)
 - Email
 - SMS
- Booking confirmation: customizable message and interval sent to patient based on type of appointment (e.g. pre-natal appointment may have different reminder message than a minor office procedure)
- Reminders: customizable message and interval based on appointment type (e.g. one or multiple reminders X days in advance)
- Able to protect booking times designated by practice for same-day booking access, with those times becoming available at an interval specified by the practice (e.g. XX hours before a protected appointment time it becomes available for on-line booking)
- Able to match appointment reason with appropriate appointment length and provider as well as appropriate mode (e.g. in-person or virtual or patient preference based on clinician direction), customizable by each practice
- In a team-based practice, able to restrict booking only to providers associated with primary physician (e.g. NP, pharmacist, OT, resident, etc. on the team of the patient’s MRP)
- Able to send relevant questionnaire(s) for completion in advance of appointment
- Virtual appointment link included in appointment confirmation and EMR (patient and provider) [Works with many Virtual Care Solutions]

<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Robust booking rules for appointment types (e.g. physician services agreement guidelines) <input checked="" type="checkbox"/> Questionnaire(s) selection automated based on appointment type (e.g. certain questionnaire always sent for certain appointment type without manual intervention by clinic) <input checked="" type="checkbox"/> Completed questionnaire(s) delivered directly into EMR [Depends on EMR] <input checked="" type="checkbox"/> Ability to manually resend a questionnaire if needed <input checked="" type="checkbox"/> Ability to pull reports as needed <input checked="" type="checkbox"/> Limit the number of appointments that can be booked within a timeline (for same provider type) <input checked="" type="checkbox"/> For some appointment types, the appointment can be booked, but must be confirmed first by clinic <input checked="" type="checkbox"/> Patient able to view past appointments (appointment type and provider)
<p>4. Describe the OAB flow for a multi-site clinic</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Multiple sites (EMRs) with multiple clinicians where patients may go to any site for care [Common implementation: Patients select service that they would like to book, followed by location offering that service {and/or specific healthcare professional}, followed by day/time of appointment for that specific location/clinician/schedule. This has also been used for service-based “pop-up clinics” and “temporary sites” (ie. drive-thru flushot clinics). Our OAB tool supports seamless integration across multiple types of EMRs for this model! <input checked="" type="checkbox"/> One provider for multiple sites (EMRs) [Supports a variety of patient flows (provider-specific or site-specific). Our OAB tool supports seamless integration across multiple types of EMRs for this model!
<p>5. What platforms, operating systems and browsers are the OAB tool compatible with?</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Windows <input checked="" type="checkbox"/> Mac <input checked="" type="checkbox"/> Android <input checked="" type="checkbox"/> iOS <input checked="" type="checkbox"/> Chrome <input checked="" type="checkbox"/> FireFox <input checked="" type="checkbox"/> Edge <input checked="" type="checkbox"/> Safari <input checked="" type="checkbox"/> Mobile browsers <input checked="" type="checkbox"/> Availability of a link that may be customized with a clinic-friendly name <input checked="" type="checkbox"/> Multi language capacity
<p>6. Describe the administration of patients and permissions in the system</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Does not require an account [This feature will be available in summer 2022] <input checked="" type="checkbox"/> Robust administrative dashboard to enable the practice to manage permissions for OAB (e.g. if certain patients do not have permission to book on-line)
<p>7. What kind of support is available to the clinic and patients?</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Comprehensive help desk support (e.g. intuitive on-line self-help tools backed with real-time access to live support) <input checked="" type="checkbox"/> Robust help desk support in-person or on-line as well as help options embedded in OAB tool