

# As seen in the Medical Post

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## VENDOR CASE STUDY

# Mobile revolution

Family physician Dr Jean Oosthuizen is part of a 140-member multidisciplinary group of doctors in Ottawa and the Greater Toronto Area called Appletree Medical Group. When they decided to switch to an electronic medical system (EMR), some doctors—particularly older team members—thought it would be time to retire because the transition and learning curve were going to be too challenging.

“Four years ago we launched the EMR and within four months we had 100% adoption across the whole team,” says Dr. Oosthuizen. “Even our older physicians were up and running in 2 shifts.” He credits the easy adoption with Appletree’s decision to commission Canadian Health Systems Inc. to build software around the groups needs. The doctors wanted a system that would evolve with healthcare and described what they needed in an EMR system to CHS, the result was EMR Advantage. Because of the size of the group the system needed to allow for different meth-

ods of input—write, type, template, dictate. The group decided that a stylus-enabled tablet system would be the ideal interface to support these methods.

“The big benefit of the stylus and tablet is that you don’t have to change how you typically practice or interact with patients. It’s like walking around with a pen and pad except that you can access a whole chart in your hand with a few taps,” says Dr. Oosthuizen. He says the EMR allows him to have more thorough and complete consultations with each patient. Instead of making short hand notes in a paper file that have to be filled in at the end of the day, Dr. Oosthuizen jots his notes with the stylus and dictates his visits into the tablet with the patient in the room. This gives the patient time to correct or add important information. At the end of the day, those recordings are sent to Canada Health Systems Inc. who transcribes the files and returns the report within 24 hours automatically, saving time and handling errors. “We’ve had over a dozen colleagues join our group



Ron deVries

## Dr. Jean Oosthuizen of Ottawa

because this system is so advanced yet simple to use”

The other major benefit is having 140 doctors connected “Referrals and consults are so smooth,” he says. “When I need to send a patient to a specialist, the EMR can show me which ones are working that day and when there are open appointments. I can book my patient in right then from my tab-

let and send them over to the other doctor.” The specialist can access that patient’s record through their tablet and add their report directly to it.

For Dr. Oosthuizen what the EMR has given him is peace of mind. “When I go home at the end of the day I realize that practise is just easier when I’m not worried about administration,” he says.

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