

## eResults Delivery Information

### QHR Accuro & TELUS Med Access

- eResults are electronic delivery of Lab, Diagnostic Imaging results, Transcribed reports and other hospital reports.
- **Set Up Access to Electronic Reports Website:**
  - <https://physicians.nshealth.ca/resources/access-electronic-results-eresults>
- **To receive eResults in a new clinic (or Secondary Location) providers must:**
  - Complete an eResults Request form (required), which includes the eResults Conditions of Appropriate Use
  - Provide a minimum of **three weeks** prior to desired activation date
  - **Go through eResults Training prior to activation of eResults**
  - Meet the Conditions of Eligibility (see eResults Conditions of Appropriate Use)
- **To Reroute eResults delivery when moving to a new clinic or EMR providers must:**
  - Complete an eResults Reroute form indicating where you are moving to
  - Provide a minimum of **three weeks** prior to desired reroute date
- **To Terminate eResults delivery Providers must:**
  - Complete an eResults Termination form requesting termination of electronic delivery of eResults
  - Please provide a minimum of **three weeks** prior to desired deactivation date
  - Please ensure you sign off on any outstanding or remaining results
  - If you have a stop print in place your paper delivery will be turned back on to ensure results are not missed.
- **Your eResults Training is provided by your EMR Vendor**
  - Reach out to your EMR Vendor for training
- **If you practice and receive eResults in more than one location:**
  - Additional steps may be required to direct results to the desired location.
  - Most EMR Vendors have the capability of having your primary or secondary information displayed on your requisitions so your results flow to the appropriate location. Have your EMR Vendor demonstrate how they can help you manage.
  - **Providers must ensure all of their Secondary Location requisitions contain Provider's Name, Appropriate PMB (or Location Number), and Secondary Mnemonic**
    - NOTE: If your EMR does not allow this information to be automatically displayed on the requisition, we highly recommend creating a stamp or a label to be applied to every requisition.
    - It's imperative that no primary information is showing on the requisition otherwise it will be sent to the wrong location. The primary information for physicians is their College of Physicians and Surgeons License Number.
    - NP's the secondary Location Number (9XXXX or 7XXXX) should already be displayed they may need to add the secondary Mnemonic to their requisition.
  - Please note despite diligent labeling results may still be misdirected when providers work in multiple locations

***\*Please note that incomplete forms will delay processing time***

Important Items to Remember	Troubleshooting eResults Issues
<ul style="list-style-type: none"> <li>• <b>Stop Print Requests</b> – When you Go Live with eResults please email <a href="mailto:PHCCA@nshealth.ca">PHCCA@nshealth.ca</a> or contact the Service Desk at 1-866-224-2555 when you are ready to turn paper delivery off. The NSHA requires a minimum of two weeks before requesting a stop to paper delivery. Each provider must confirm they are confident that they are receiving all of their results electronically before we proceed with your stop print request. Please provide provider name, PMB and clinic name.</li> <li>• <b>Moving/Changing Location/Cancelling eResults</b> – <b>Three weeks’ notice</b> is required when moving or changing locations or if you wish to cancel your eResults subscription. Failing to provide sufficient notice may result in result delivery issues.</li> <li>• <b>Changes to Routing information</b> – Your name, PMB, address, phone and fax information are all critical pieces in the results delivery process. Any change to this information can impact delivery of results, and should be communicated to the eResults team.</li> <li>• <b>Leaving Medical Practice</b> – Please ensure that you notify your respective College, review and signoff on any outstanding results, inform us about all of the locations eResults needs to be terminated and we will ensure paper delivery is in place. Most importantly, arrangements should be made to transfer results and patient care to another provider.</li> <li>• <b>Not all results are available electronically.</b> – Results that are not available in an electronic format will be delivered via fax. Furthermore, some results are delivered electronically and via fax. <b>DO NOT DISCARD PAPER RESULTS.</b> All paper results must be reviewed and reconciled with the EMR. A list of electronic results are available in 5.2 Functional Guidelines in the eResults Conditions of Appropriate Use.</li> <li>• <b>The eResults Conditions of Appropriate Use (eCAU):</b> is a document that provides guidelines and expectations of providers as a condition of receiving eResults. These conditions are included in the eResults Request/Reroute Forms.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>If you happen to discover that you are no longer receiving results in your EMR, experiencing eResults issues, or have further questions related to eResults. Please contact your EMR Vendor for further assistance:</b> <ul style="list-style-type: none"> <li>○ QHR/Accuro – 1-866-729-8889 or <a href="mailto:accuro@qhrtechnologies.com">accuro@qhrtechnologies.com</a></li> <li>○ TELUS Med Access – 1-888-781-5553 ext. 1 or <a href="mailto:MedAccessSupport@telus.com">MedAccessSupport@telus.com</a></li> </ul> </li> <li>• <b>When troubleshooting your eResults, examples are critical to the resolution process. Please have two to three recent examples ready to forward to the support individual who will be assisting you resolve your issue.</b></li> <li>• <b>Always sign off on all Lab, DI, Transcribed reports as well as any unmatched eResults prior to deactivating or rerouting your eResults.</b></li> <li>• <b>Received a report that does not belong to you? Please use the following contacts to troubleshoot your issue:</b></li> <li>• <b>Laboratory</b>            IWK – Lab Reporting 902-470-7933            NSHA Eastern, Western &amp; Northern – Contact Site Lab. Help Desk 1-866-224-2555 or link to IT Self Service and assign to: NSHIS – Meditech Client Server – LAB Module (Health)            NNSA Central – Lab Reporting 902 473 2266</li> <li>• <b>Diagnostic Imaging</b>            IWK – Diagnostic Imaging 902-470-8060            NSHA Eastern, Western &amp; Northern – Contact Site DI Department. Help Desk 1-866-224-2555 or link to IT Self Service and assign to: NSHA-IWK ITS/Radiology/Departmental (Health)            NSHA Central – Diagnostic Imaging 902 473 2266 or Help Desk 902-473-3399 or link to IT Self Service and assign to: Central Diagnostic Imaging (Health)</li> <li>• <b>Transcribed Reports / Consult Letters</b> <ul style="list-style-type: none"> <li>○ Contact Sending Lab/Department</li> </ul> </li> </ul>