

About Women's College Hospital

- Located in Toronto's Hospital Row, Women's College Hospital vision is to revolutionize healthcare for a healthier and more equitable world
- The hospital's mission is to transform healthcare and co-create best health possible through innovative care, research, policy, education, and system solutions
- Women's Virtual launched in November 2019, and was at the forefront of creating virtual solutions in response to COVID-19 soon after

My Role

- I was a Health Informatics practicum student, within the Information Management/Information Technology (IM/IT) team
- I collaborated with fellow practicum students in supporting operational and project tasks under IM/IT team
- We were under the direction of the Clinical Applications Manager; and reported to our respective supervisors- who are IM/IT analysts

My Work and the Bigger Picture

- My work advanced the use of virtual physician visits, necessitated by the ongoing pandemic, and likely to stay a part of healthcare delivery
- Expanding virtual reach of healthcare can eliminate geographical barriers, increasing patient accessibility to primary care

My Tasks and Projects

myHealthRecord support:

- Responded to phone and email patient queries regarding access and navigation of myHealthRecord and virtual visits
- Logged access problems and reported these to myHealthRecord team



Pop-up Vaccine Clinic IT support:

- Accessing COVaxON, provincial vaccine information system to resolve inactive end-user accounts, print receipts, and to understand vaccine clinic workflows for creation of a vaccinator tip sheet
- I created an information stub directing patients without OHIP or who received COVID-19 vaccination out-of-province to their public health unit to document doses with Ministry of Health

EPIC eLearning:

- Completed eLearning modules on hospital's clinical workflows in Ambulatory and OPTime

For those without an OHIP number, or for those with COVID-19 vaccine documentation from outside Ontario (includes documentation from outside Canada):

Go to: <https://www.phdapps.health.gov.on.ca/phulocator/>

- Type in your postal code, and click Search
- Call the number provided, and the person on the line will provide further instructions

Vaccine clinic PHU information stub

EPIC upgrade:

- Completed test scripts, to ensure EPIC functionalities worked smoothly prior to an upgrade go-live
- Shadowed analysts completing rounds following upgrade; checked in on hospital's EPIC end-users to ensure their work processes were not disrupted

Student onboarding document:

- Compiled and centralized pertinent information, such as downloading VPN, navigating Microsoft Teams, etc. for future students to refer to on their first day, first week, and remainder of their practicum

Application/User	Step	Inputs	Outcome	Pass / Fail	Comments
Ambulatory/DEMOCR	Log into Hyperpop	User: Pass:	User successfully log into Hyperpop.		
User	Click Patient Lookup (top toolbar) or chart search for "patient lookup"		A patient search window appears.		
	Search for any test patient. Example: TEST_ALEX		Selecting the patient opens the Chart Review activity.		
	Click any signed or open Office visit or orders only encounter.				

A brief glimpse at a test script

Impact of My Work

On the organization:

- Assisting patients improved patient access to care and supported the IM/IT team in advancing on their mission

On the community:

- Pop-up clinics brought 1st, 2nd, and 3rd doses of COVID-19 vaccine to local institutions, such as schools and community centers, for communities at risk and children 5 years and up

Reflecting on My Experience

- Along with gaining technical knowledge and skills, the opportunity to develop my soft skills in a professional environment was so valuable to me
- A health system moving to digital healthcare showed me the diversity of digital literacy, English proficiency, and physical and cognitive abilities and how important it is to address these in implementation
- As an informatics student, I did not realize how valuable it is to understand clinical workflows

Some Words of Advice

- There's always room for improvement, especially when stepping into the professional world. Regularly take a step back to evaluate yourself- your strengths, weaknesses, current actions, plans, etc.