



Applied Communication Technology: Information . Organizations . Networks

## **ACTION FOR HEALTH RESEARCH AT MID-MAIN**

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In many ways, technology is now a part of the health care system and primary care at Mid-Main Community Health Centre. In 2003, the Vancouver Coastal Health Authority chose Mid-Main to be one of the clinics to receive primary health care renewal funds, which were used, among other things, for facility renovations, and for implementing an Electronic Medical Record (EMR) system. Action for Health researchers are collaborating closely with Mid-Main. Together we wish to explore the transition process to an electronic medical record. We wish to learn more about the changes in work practice and the technical and organizational challenges that are faced.

To obtain information about previous implementations of the electronic record system (the WOLF EMR) chosen for Mid-Main, we conducted research about WOLF EMR systems, interviewed health authority decision makers and different users from various clinics in B.C. Based on this information, we generated a brief report to summarize lessons that could be learned from previous Wolf implementations. Before implementing the EMR and placing computers in the doctors' consultation rooms, Mid-Main clinic wanted to obtain information about the patients' views about the EMR, and prepare patients for the changes. Interviews were conducted with various patients at Mid-Main, and a suggestion box was placed in the waiting room in order to gather further information from patients. Another round of interviews will be conducted after the installation of the computers in the doctors' consultation rooms. In another initiative, Mid-Main and Action for Health are working together to introduce the Internet to the waiting room in the summer of 2005. The goal is to introduce the Internet in such a way that patients can learn about their health before or after an appointment.

We are interested in finding out what interventions are required to construct a positive environment and experience for patients to look up health information. Required improvements may include: privacy screens, recommended links from Mid-Main, and adjustments to government website interfaces. We would like to hear more about your opinion on putting away paper charts and switching to electronic charts, and on placing internet terminals in the waiting room.

### **Contact information:**

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For further information see: **Action for Health project website** (<http://www.sfu.ca/act4hlth>)



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