

## INFO SHEET ABOUT MID MAIN RESEARCHERS

### What have we done so far?

#### EMR (Nina):

- Interviewed Wolf users from various clinics in BC.
- Interviewed policy and decision makers.
- Interviewed patients re-their perspective about the implementation of an EMR

#### Internet terminal (Karen):

- Interviewed patients about their ideas and expectations of an Internet terminal in the waiting room at Mid-Main
- Observed patients in waiting room (pre-Internet)



### What ARE we doing?

#### EMR (Nina):

- Helping to identify complexities and challenges of implementing the EMR
- Documenting socio-technical and organizational changes related to the EMR.
- Listening to concerns
- Trouble shooting the EMR

#### Internet terminal (Karen):

- Staffing the waiting room terminal as a 'tech' expert
- Trying to enhance the waiting room as a place for patients to learn about health issues.



### Things we are NOT doing:

#### EMR (Nina):

- We are not judging or evaluating workplaces
- We are not conducting efficiency measurement or generating best practice solutions.

#### Internet terminal (Karen):

- We are not replacing the advice and expertise of medical professionals at Mid-Main

Any comments or ideas would be sincerely appreciated!

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- Comments related to the researchers (Nina and Karen), contact: Prof. Ellen Balka: [ellenb@sfu.ca](mailto:ellenb@sfu.ca)