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To: [Angie Heydon \(angie.heydon@afhto.ca\)](mailto:angie.heydon@afhto.ca)
Subject: Follow Up from AFHTO Meeting
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Hi Angie,

Thanks so much for forwarding this to the MDPS conference attendees.

First of all, I would like to thank you for attending the MDPS session at the AFHTO conference this fall. I found the discussion extremely interesting. I also wanted to follow up on some of the themes discussed at our meeting:

Communication

Needs - When we look at our client's needs for communication, we have to look at individual client needs, our clients either provincially or as a whole as well as how our clients are connected to other clients (FHTs in Ontario)

Challenges - There are many reasons we need to connect with our clients. Examples of these are to schedule an update to the current software and most recently provincially mandated upgrades. Our clients also connect with us in many ways, either through sales for new products or services or if they discover an issue with the software application.

Solutions - Currently there are several ways we connect with clients, our quarterly newsletter, User Conference, email and mail notifications. Our clients typically connect to us through email and the phone. We are pleased to tell you that we are rolling out additional ways to interact with you.

PS Suite® Community, a national client portal and discussion forum will be rolled out early in 2013 – we are currently piloting this with a number of our clients.

Designed for physicians, clinicians, clinic managers and administration staff, it enables you to:

Request support by submitting a question or reporting a problem.

Access training materials such as learning aids, release notes, user guides and online training videos.

Request multi-clinic access in order to submit and track requests for multiple clinics.

Get informed by having access to frequently asked questions, newsletters and tips and tricks.

Submit suggestions and enhancement requests for PS Suite EMR.

View a **list of scheduled events**, including our annual User Conference and upcoming training webinars.

Track your requests.

Interact with your peers by creating groups and sharing best practices within the discussion forum.

We are very excited about this new capability and encourage you to join as soon as it is available.

Relationship with the Family Health Teams

MDPS is currently reviewing how we engage with our clients to determine our overall client engagement model. This includes how we engage with clients for any type of interaction like user conferences (attendees and presenters), client groups, and individual clients. We've also met with Angie Heydon from AFHTO to get feed back from the Association. We are looking how we can best engage with our FHT clients both at an individual level as well as the organization. We now have a Relationship Manager who will work directly with the Association with the goal to work to table common issues and find solutions for FHTs. Further details will be presented as the relationship is defined.

Data Extraction/Interfaces

As was reviewed in our presentation during the AFHTO conference, MDPS currently supports many types of technology and interface needs for our FHT clients including regional requirements across Ontario. We are also obligated to support the mandated interfaces like OLIS and HRM coming from eHealth and OntarioMD. We are also developing solutions for extraction of data that will be available in our software for client use. This will help FHTs obtain the data they need to meet provincial reporting requirements. This will be available later this year. We are also working with several FHTs on short term solutions to meet reporting requirements.

Again, thanks for your time. If you have any questions, please feel free to contact me.

Best Regards,
Andrea

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