

## Wolf in British Columbia



**Wolf Medical Systems is BC's market leader. In fact, more than 50% of clinics in BC who use EMR today are using Wolf Medical Systems.**

### A History of Leadership in BC

- 200+ clinic installations in BC
- first vendor to support the provincial CDM registry
- first EMR vendor to implement Vancouver Island Health Authority's (VIHA) Electronic Medical Summary Project (e-MS)
- one of the first to support the Western Canada Chronic Disease Management Infrastructure CDM Registry initiative
- vendor of choice for the Primary Care Demonstration Project in BC in the late 1990s;
- won 7 out of 10 funded projects in the Vancouver Coastal Health Authority
- awarded the contract for the VIHA Primary Care project
- National winner of Gold Award of Excellence for Customer Care from the Canadian Information Technology Awards (CIPA)
- Finalist for British Columbia Technology Industry Association IMPACT Award
- Headquarters in BC; all management, marketing, and development located in BC; BC-based sales, training and customer support.

### BC's EMR Leader Since 1998.

Today more than 200 BC clinics use **Wolf Medical Suite**, with most using Wolf Practice Management and Clinical applications to enhance patient care and to increase the efficiency, effectiveness and enjoyability of the practice of medicine. Wolf has worked closely with BC physicians since 1992; as a result our Practice Management and EMR software address the unique needs of BC's physicians. Wolf Medical Suite includes many features just for BC clinics, including a complete BC Billing application, an extensive list of forms, templates and lists for BC practitioners, and the most robust CDM Toolkit available today.

### Wolf in BC

Early in his career Dr. Byrne, a founder of Wolf Medical Systems, was a locum physician who traveled extensively throughout BC, filling in for other doctors on vacation. As he moved from place to place he was struck by one of the paradoxes of the practice of medicine: "As healthcare providers we spend the majority of our time gathering information on patients, conditions, and treatments, but then the information is filed away and is not easily accessible when and where caregivers really need it."

Wolf began work on Wolf Medical Suite in 1992 to address this paradox. The beauty of the electronic medical record (EMR) lies in its simplicity — one record, one patient, one complete and integrated patient history. At Wolf our focus has been on developing value-added tools for BC physicians to further enrich the quality of the patient encounter. The longer healthcare providers use the EMR, the richer the patient record becomes, and the more the information has the power to enhance patient care.

Dr. Byrne is still a family physician in Wolf medical clinics in BC's lower mainland. He explains, "I learn so much from using our own software as it was meant to be used by BC doctors. With over 340 clinics and 1200 physicians in 6 provinces and territories across Canada, it's important to stay in touch with our physicians and bring that hands-on experience back into the company and the software."

Today Wolf Medical Suite includes a complete set of physician-designed applications that automate the unique processes of billing, scheduling, workflow planning, chronic disease management and clinical practice for physician offices and medical clinics. These applications are tailored to meet the needs of BC's physicians with dozens of features including a BC Billing program and Chronic Disease Management tools designed just for the practice of medicine in BC.

Please turn the page to review a list of features just for BC clinics.



## Just for BC Clinics ...



FORMS & LETTERS	Details
<b>WorkSafe BC Forms</b>	Send-to-Word templates are available for the following WorkSafe BC Forms: Summary Invoice for Anesthesia (Visiting Specialists' Clinic), Summary Invoice for Assist (Visiting Specialists' Clinic) and Surgical Facility Invoices.
<b>Surgical Booking Form</b>	Wolf has created a Surgical Booking form specifically for hospitals in Victoria including Royal Jubilee, Victoria General, etc. Wolf offers customization services to modify the Surgical Booking form to meet the needs of hospitals in your region.
<b>BC Prenatal Forms</b>	New BC Prenatal Forms imitate the latest forms available from the BCMA. No need to keep paper records when you can use an electronic form!
<b>BC's Special Authority Forms</b>	Wolf ships with BC's Special Authority Form so prescribing physicians may request alternative medications to the reference product. Wolf has also built over 12 other specific Special Authority forms as Send to Word templates for common alternative medications and renewals for conditions including Rheumatoid Arthritis, Crohn's Disease, Hepatitis B, and Multiple Sclerosis.
<b>BC Vaccination Schedule</b>	The Wolf Vaccination Schedule outlines the Basic Immunization Schedule based on age to administer, series, time between series and vaccines. Reminders can be set for proactive patient maintenance using Wolf Practice Search.

### CHRONIC DISEASE MANAGEMENT (CDM) TOOLKIT FOR BC PHYSICIANS

**The Wolf CDM Toolkit** includes disease-specific clinical templates just for BC physicians; patient data collected using these flowsheets can be then be uploaded directly to the BC CDM website directly from Wolf. By using Wolf's CDM features together with Wolf Practice Search, BC physicians can identify patients who meet certain complex care parameters to proactively bill for new complex care payment incentives.

Physicians can use these clinical templates to manage patients with chronic diseases including asthma, congestive heart failure, depression, diabetes, hypertension and kidney disease. Here is a complete list of flowsheets currently available with Wolf Clinical:

- **Chronic Kidney Disease Flowsheet.** Physicians can collect and manage patient data with the Chronic Kidney Disease template in Wolf. All CDM-specific patient information can be uploaded to the BC CDM website.
- **Congestive Heart Failure (Healthy Heart, VIHA CDM flowsheet).** Physicians can collect and manage patient data with the Congestive Heart Failure template in Wolf. All CDM-specific patient information can be uploaded to the BC CDM website in one simple step.
- **Depression Flowsheet.** Wolf has prepared a customized flowsheet for depression; data can be uploaded to the BC CDM website.
- **Diabetes (BCMA, VIHA) Flowsheet.** Wolf has prepared customized flowsheet for diabetes patient management; data can be uploaded to the BC CDM website.

**Upload to BC CDM Website.** Physicians who are registered to access the secure site can upload patient data to the site; patient information can then be viewed using the available flow sheets for Congestive Heart Failure, Diabetes, Chronic Kidney Disease and Depression.





## CHRONIC DISEASE MANAGEMENT (CDM) TOOLKIT FOR BC PHYSICIANS (con't)

Wolf Medical Suite 5.2 includes 12 new CDM Reports, including:

- **Monthly Recall Report:** Indicates to physicians and clinical staff the patients that are due to be re-called into the office for observation;
- **Profile Report:** Indicates the patients that are due to be recalled into the office for observation;
- **Run Charts Report:** Provides a graphical and tabular indication of the completeness of the observation data, and in some cases, provide a distribution of the patient observation data. The report allows the graphing of two different populations for comparison;
- **Data Extremes Report:** Provides the details of the data for a single month that is used within the summarized Run Charts data;
- **Data Entry Summary Report:** Provides an indication of how much and how frequently providers are collecting data;
- **Patient Education Report:** Provides a patient with information regarding their condition including a textual description of the condition and a graphical representation of their patient observation values through time;
- **Patient History Report:** Exports the patient data collected in a specified range for a specified population into Microsoft Excel;
- **CHF Key Measures Report:** Provides a list of patients that are not using three specific Congestive Heart Failure medications at the selected point in time;
- **Diabetes Key Measures Report:** Provides a list of patients that are diagnosed with Diabetes and show the patients where their most recent A1C, eGFR, Lipid Ratio or Systolic blood pressure exceed threshold values at the selected point in time. The threshold values are based on clinical guidelines.

## BC LISTS & CODES

Wolf pre-loads the Wolf database with the following codes required for practice in BC:

<b>BC Physician List</b>	List of BC physicians including MSP#'s, addresses, phone and fax numbers.
<b>BC Diagnostic Codes (ICD9 Codes)</b>	Diagnostic codes (ICD9) codes. Physicians and staff may search codes by code or by description. Commonly used diagnostic codes can also be linked to ensure you do not miss any billings e.g. bill for a PAP and an office visit
<b>BC Lab Codes</b>	BC lab codes used by the lab interface program.
<b>BC Fee Codes</b>	MSP and BCMA fee codes; clinics can also designate their own fee codes
<b>BC Rural Retention Codes</b>	Rural retention codes for physicians practicing in eligible rural communities receive fee premiums on MSP claims. Rural retention codes can be applied to eligible Wolf physicians to ensure premiums are billed and not missed.
<b>BC Location Codes</b>	Wolf has been upgraded with the revised location codes for MSP billing effective October 2006; all Wolf installations come pre-loaded with the twelve most recent location codes for BC.
<b>Specialty Codes</b>	Two-digit specialty codes.
<b>Medication List</b>	Favourite Medication lists so they no longer have to search through an extensive list of medications, saving time and reducing prescribing errors. All medications can be checked for drug interactions using the Multum Cerner drug interaction database, an option for all Wolf customers.
<b>Surgical Procedure List</b>	Common surgical procedures; new surgeries can be added easily.
<b>Problem List</b>	Used to record assessments and diagnoses such as sore throat, neck pain, and headache are pre-loaded for your convenience. Lists can be customized by the user.



## Just for BC Clinics ...



BC LABS	
<b>BC Lab Requisitions</b>	Wolf ships with the generic BC lab requisition; Wolf has also created a number of customized lab requisition forms for a number of hospitals and specific tests. Clients can visit the Online Community Forum to view available forms; forms can also be customized by the clinic or by Wolf.
<b>BC Lab Integration</b>	Wolf can receive electronic lab results directly from MDS (via MediNet) and BCBio (via Exceleris) labs in BC. Wolf has built lab interfaces for various hospitals in the province including Powell River General Hospital, East Kootenay Regional Hospital in Cranbrook, and St. Joseph's General Hospital in Comox. Wolf can interface with any electronic lab provider that exports in HL7 format.
BC MEDICATIONS	
<b>BC PharmaNet Integration</b>	Integration with BC Pharmanet allows a practitioner to verify a patient's last drug refill, current medications, etc. directly from the patient record.
<b>Medication List</b>	Consultants may set up their own favourite medication lists so they no longer have to search through an extensive list of medications, saving time and reducing prescribing errors. All medications can be checked for drug interactions using the Multum Cerner drug interaction database, an option for all Wolf customers.
BC BILLING	
<b>Wolf Billing</b>	Wolf Billing handles all your clinic's billing needs. Wolf is pre-loaded with all codes and lists required to bill for services in BC; codes can also be linked to ensure no billings are missed. Bills may be submitted electronically or using Wolf Deposit to track and reconcile cash, cheque and credit card payments. Extensive reports are available to make common accounting tasks quick and easy including invoices billed, paid, receivables, and adjustments.
<b>Send Referral to MSP</b>	Consultants may bill MSP for a referral directly from the New Referral screen.
<b>PCHO, APP, FSS Billing</b>	Bill appropriately whether you are a Primary Care Health Organization (PCHO), an alternative payment plan (APP), or fee for service (FFS) clinic.
<b>Bill to MSP, ICBC, WCB etc.</b>	Bill can be sent to MSP, WCB, ICBC via MSP or any designated 3 <sup>rd</sup> party insurer.
<b>MSP Payment History</b>	MSP Payment history is visible in one simple screen, displaying payment date, amount billed, amount paid, cheque amount and any adjustment code details for the selected pay date.
<b>WCB eforms</b>	By using WCB eforms you are guaranteed payment for your forms. All mandatory information is captured in the form and forms are submitted within the required timeframe, eliminating inconvenient re-submits and missing deadlines.

“ I have been a user of Wolf Medical EMR for over three years now in my family practice. I run a paperless office, and I find that the patients, my office staff and I myself have all had an excellent experience with it. Locums have found it quick to learn and easily managed. The clear, concise and well organized flow of information is invaluable to me. Product development has been aggressive and continuous, and product support is now at a very impressive level. I am continually updated on my skills in using the product through the Wolf Webinar program, and when I need help otherwise, Wolf is a quick toll free phone call away. Through their years of steady growth, Wolf has been working hard to keep me on the cutting edge of EMR. I fully intend to continue using the product for my practice, and could not imagine now having to consider using a paper chart as part of my practice. ”

Dr. Lloyd Westby, Penticton BC

“ I am very pleased with Wolf. I have not had a single billing issue since switching three years ago. It is so easy to use and the reports that are generated are perfect for my practice. Customer service is also great! I do recommend Wolf without hesitation. ”

Dr. Heidi Postowski, Podiatrist, Victoria BC

