

November 12, 2019

Dear Provider,

Congratulations on your migration from Nightingale on Demand (NOD) to your new EMR! On behalf of the Department of Health and Wellness, I would like to thank you and your practice staff for your time and effort to switch platforms.

I am happy to report that all active NOD providers have either migrated or are scheduled to be completed by December 31st, 2019. We are not anticipating any active use of the system after that date.

With NOD no longer being actively supported by the vendor and the absence of expected users, the cost associated with keeping the platform available in the long-term is no longer feasible or economical. As such, there are some key dates that you should be made aware of:

December 31st, 2019:	All active users migrated from NOD to their platform of choice. No active charting permitted after this date. *
Jan - June 2020:	Providers will have NOD access for reference (e.g. To reconcile outstanding claims, to run audit reports, etc.)
June 30th, 2020:	All Provider/User access will be deactivated.
June - Dec 2020:	NOD information will be accessible, by request, through DHW.
December 31st, 2020:	Full decommissioning of NOD. No access by providers or DHW support staff available after this date.

No new clinical data should be entered into Nightingale post migration as it will not be transferred to your new EMR and will not be accessible once user access is deactivated.

Any remaining active Nightingale licenses will be canceled effective December 31st, 2019. Clients who have paid the 2019/2020 invoice in full will receive a refund for the unused months of support. Refunds will come via cheque from the Nova Scotia Department of Finance.

Clients who have not paid their 2019/2020 invoice will receive an adjusted invoice to cover the months they were active on Nightingale. These will be due in full once received.

Thank you again for your efforts in migrating to your new EMR. If you have any questions, do not hesitate to contact me directly. Nightingale Annual Support & Maintenance invoice-related questions can be directed to Matt Roma at Matthew.Roma@novascotia.ca

Regards,

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December 12, 2019

Dear Provider,

As a follow up to the November 12th letter you would have received, I want to provide you with additional details about the decommissioning of the Nightingale on Demand (NOD) platform. After December 31st, 2019, there are some important key dates and activities to note:

January 1 - June 30, 2020
Provider can access NOD for reference, to complete billing or to download and print information

January 1 - December 31 2020
Providers can make requests to DHW for charts, audit logs, eResults as needed

No further access for providers after **June 30, 2020**

No further access for DHW after **December 31, 2020**

NOD will be deleted after **January 1, 2021**

No backups will be taken.

What type of information will be accessible, and until when?

Information Type	What is this?	Available until?
Audit Logs	Information related to when and by whom patient records were accessed. To understand your retention requirements, please consult with your respective professional body.	Providers can access audit logs until June 30, 2020. Providers can contact DHW until September 30, 2020 to make ad-hoc requests or to request a “bulk extract” of their audit logs if they wish to retain them for more than 1 year. Data will be deleted in early 2021.
Archived charts <i>(for providers using Med Access)</i>	“Archived” is a NOD chart status. For Med Access migrations, archived patient charts were only migrated upon request.	Providers can request copies of archived charts until September 30, 2020. Data will be deleted in early 2021.
Outstanding unmatched eResults	During migration, some providers left outstanding unmatched eResults in NOD. Unmatched eResults are those that did not match a patient in NOD. This may have been due to: <ul style="list-style-type: none"> an eResult being sent to the wrong provider (e.g., lab picking error) a mismatch of patient details between the eResult and the EMR patient record (e.g., Chris vs. Christopher) 	Providers can access eResults queues until June 30, 2020. DHW will create and give to providers a report of unactioned eResults. Data will be deleted early 2021.

Information Type	What is this?	Available until?
Outstanding unmatched eResults (con't)	<p>Providers were directed to review and resolve (e.g., correct or delete) any unmatched eResults in their queue.</p> <p>Any remaining unmatched results were not migrated as they were not associated with a patient chart.</p>	

Important Note:

On December 31, 2020, NOD will be brought offline and will **no longer be accessible to anyone**. Charts associated with migrated providers, including providers receiving PDF copies of their records, audit logs, archived charts and outstanding eResults, will be considered transferred in full. The NOD database will be deleted in early 2021, and **no backup will be taken** as DHW will have responded to all data requests and will no longer have the authority to store the data.

If you have any questions, do not hesitate to contact me directly. To make a data request to DHW please email EMRMigrationPMO@novascotia.ca.

Regards,

Lisa Napier

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Frequently Asked Questions: Nightingale On Demand Decommissioning

1. What is decommissioning and what does it involve?

Decommissioning is the “shutting down” of the Nightingale On Demand (NOD) EMR. It includes the deletion of all NOD data and the removal of related servers and software.

2. Why is decommissioning required?

As clinics transition to new EMRs (QHR’s Accuro and Telus’ Med Access) a copy of their data is left behind in the Nightingale On Demand (NOD) system. The Department of Health and Wellness no longer has the authority to store this information once providers have migrated away from the provincially hosted EMR.

3. What does this mean for providers?

As of January 2020, all providers have either migrated to a new EMR or their patient records have, or will be, exported to PDF. Between January 1st and June 30th, 2020, providers will continue have access to NOD for reference, to complete outstanding billing, or to download or print information. **Access to NOD will no longer be available after June 30th, 2020.**

4. I’ve made changes to patient charts in NOD since leaving NOD. What will happen to those records?

Any changes made in NOD after migration will not be in your new EMR. If you require this information, you will need to print it on or before June 30th, 2020 in NOD for you to update in your new medical record system.

5. What type of information will be accessible, and until when?

Information Type	What is this?	Available until?
Audit Logs	<p>Information related to when and by whom patient records were accessed, as well as any activity performed by a user.</p> <p>Audit logs were not included in the standard EMR migration package for either vendor. It is the standard practice of Telus and QHR to not migrate audit logs.</p> <p>PHIA requires that audit logs be maintained for a minimum of 1 year following the last date of access. The DHW is maintaining all NOD records (including audit logs) until December 31st, 2020, which is 1 year past the date the DHW-communicated end date for clinic migrations. [cont. on Pg 2]</p>	<p>Providers can log into NOD to access audit logs until June 30th, 2020.</p> <p>Providers can also email DHW at EMRMigrationPMO@novascotia.ca until September 30th, 2020 to request audit logs if they wish to have a copy for reference after NOD is deleted.</p>

Information Type	What is this?	Available until?
	<p>[Audit logs cont.]</p> <p>CMPA recommends that, from a medical-legal perspective, audit logs be maintained, to the best extent possible, for the recommended retention period of 10 years from the date of the last entry, or in the case of minors, 10 years from the time the patients would have reached the age of majority.</p>	
Outstanding billing claims	Providers with outstanding claims in NOD can reconcile and print these so that they have them in their records.	Providers can log into NOD to access until June 30th, 2020.
Outstanding unmatched eResults	<p>During migration, some providers left outstanding unmatched eResults in NOD.</p> <p>Unmatched eResults are those that, for some reason, did not match a patient in NOD. This may have been due to:</p> <ul style="list-style-type: none"> • a mismatch of patient details between the eResult and the EMR patient record (e.g., DOB 01-02-2018 vs. 02-01-2018) • a provider working in multiple clinic locations, receiving a patient result at the wrong clinic <p>Another reason for a queue of unmatched eResults could have occurred if a provider worked in an ER and as the ordering provider were copied on eResults for the patients they treated.</p> <p>Providers were directed to review and resolve any unmatched eResults in their queue prior to migration.</p> <p>Any remaining unmatched results were not migrated as they were not associated with a patient chart.</p> <p>[cont. on Pg 3]</p>	<p>Providers can log into NOD to access eResults queues until June 30, 2020.</p> <p>In early 2020, DHW will send a report of unactioned eResults to applicable providers. Providers can use this list as a reference and/or simply log into NOD between now and June 30th, 2020 to access their NOD eResult queues.</p> <p>If providers wish to have copies of their outstanding unmatched eResults, they can print copies from NOD between now and June 30th, 2020 and scan them into their new EMR.</p> <p>After June 30, 2020 providers can use the result accession number (reference #) from the unactioned eResults report as a reference and request copies of results from the source system*.</p> <p>*Please note: Although eResult data will never be deleted from a source system, DHW recommends that providers access and resolve any</p>

Information Type	What is this?	Available until?
	[Outstanding Unmatched EResults cont.]	outstanding eResult issues in NOD prior to June 30th, 2020. Identifying and gaining access to information from source systems after that date is not advised as it will require a good deal of provider time and effort (tracking down the source system, identifying required results, etc.)
For a <i>small number</i> of migrations, there are also a few items to note.		
Archived Charts	<p>“Archived” is a NOD chart status.</p> <p>A small number of NOD users used this status for patients. During migration to Med Access, if providers wished to have these records migrated, they were advised to change the status. Patients left in a “archived” status, would not have been migrated.</p> <p>For Accuro migrations, archived charts were automatically migrated.</p> <p>CMPA recommends that archived charts should be retained for 10 years from the date of the last entry, or in the case of minors, 10 years from the time the patients would have reached the age of majority.</p>	To accommodate CMPA’s recommendation, DHW will contact affected providers directly to offer a PDF copy of archived charts.
3 rd Party Billing	<p>A small number of clinics in the initial wave of migrations did not have 3rd Party Billing migrated. This would have included non-MSI billing activities.</p> <p>It is recommended that these records be retained for a minimum of 7 years (in the event of an audit, for example).</p>	DHW will contact affected providers directly.

6. How do I check my outstanding eResults in NOD?

Instructions for finding the number of unmatched eResults in Nightingale On Demand:

1. In Nightingale, click on Office Actions
2. Select Administration>Review Reports
3. The screen will show Filed Reports (To be Signed Off) For: (after “For” there is a dropdown box for each provider in the enterprise)
4. Select the provider from the dropdown box
5. If there are unmatched laboratory reports, you will see something like the following that indicates the number of Unmatched Reports on the top right-hand side:

Laboratory Reports:							2 Unmatched Reports
<input type="checkbox"/>	^Patient	Filed Date	Collection Date	Report Status	Laboratory	Category	Ordering Provider

6. Under the Options button at the top right-hand side of the page, select view DI Reports that are not Signed Off
7. If there are unmatched DI reports, you will see something like the following:

Diagnostic Image Reports:							2 Unmatched Reports
<input type="checkbox"/>	^Patient	Filed Date	Service Date	Status	Location	DI Tests	

8. Under the Options button at the top right-hand side of the page, select view Correspondence Reports that are not Signed Off
9. If there are unmatched Correspondence Reports, you will see something like the following:

Correspondence Reports:							1 Unmatched Reports:
<input type="checkbox"/>	^Patient	Filed Date	Date Of Visit	Status	Location	Type	Sent By

7. When will NOD be taken completely offline?

- The NOD data and software application will be deleted after December 31st, 2020.

8. If NOD is online until December 31, 2020, why can't providers have access until then?

DHW requires the time between June 30th and December 31st, 2020 to complete decommissioning activities. If you determine that you still need information from NOD after June 30th, 2020, contact the EMR Migration team for assistance no later than September 30, 2020 at EMRMigrationPMO@novascotia.ca.

9. Will there be a backup taken of NOD?

No. On December 31, 2020, NOD will be brought offline and will **no longer be accessible to anyone**. Charts associated with migrated providers, including providers who have received PDF copies of their records, audit logs, archived charts and/or outstanding eResult reports, will be considered transferred in full. The NOD database will be deleted after December 31, 2020, and no backup will

be taken as DHW will have responded to all data requests and will no longer have the authority to store the data.

10. I have not received my expected migration incentive(s). Who can I contact?

Any eligible physicians who migrated between December 2017 and September 2019 should have already received their migration incentives. Those who went live and completed all required paperwork between October and December 2019 can expect to receive migration incentives in mid to late February 2020.

If you expected to receive an incentive and did not, it is likely that all requirements were not met or that DHW is missing some documentation. Please contact dhwtechincentives@novascotia.ca for clarification and next steps.