



Medesync :

The 100% web-based
EMR that evolves
with your practice.

 **TELUS**^{MD} Santé

Medesync: The EMR for general practitioners and specialists.

Whether you're a family physician, specialist, healthcare professional or clinic staff member, a customizable, user-friendly EMR solution that streamlines data processing and management of your office is a definite advantage.

Designed by a physician and based on the latest web architecture, Medesync is a modern, web-based EMR that lets you work seamlessly. Reliable and user-friendly, it is accessible from any connected device.

No matter what type of healthcare you practise, Medesync adapts to your needs and increases your clinic efficiency.



Table of contents

Medesync at a glance.	4
Advanced functionalities for general practitioners and specialists.	6
Ecosystem focused on collaboration.	16
Add-on services: Use your EMR to its full potential.	18
Simple, smooth conversion.	23

Medesync at a glance.

Here's why nearly 34,000 health professionals trust a TELUS Health EMR.

A robust, reliable EMR.



100% web-based EMR, accessible anywhere, anytime.



Customizable to your practice's specific needs.



Access to the medical community through the inter-clinic communication solution MedDialog.



Multiple windows for ease of use and optimal views.

Hosted
in Quebec



99.98%
up-time¹

1. Calculation based on the total number of minutes of availability per month.



Simple, easy, seamless conversion.



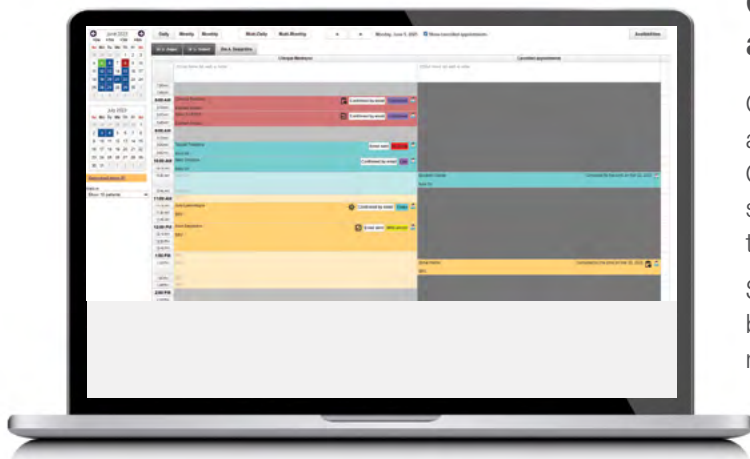
Data migration is closely controlled for precise, complete conversion thanks to proven procedures.



Support throughout the transition from experts before, during, and after your EMR rollout.



Your data is protected at a tier 3 centre, at the forefront of best practices and in compliance with MSSS standards.



Calendar display: Simplified appointment scheduling.

Customize your calendar display and access all clinicians' schedules on a single screen. Quickly find open slots with availability search while taking into account the patient's time constraints.

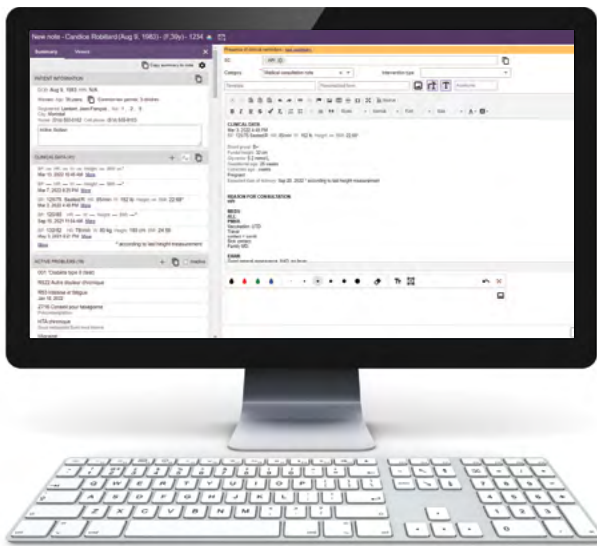
Send automated appointment confirmations by email, phone, or text to limit errors and minimize forgotten or missed appointments.

A single number to call: 1-877-570-5581

Whether your clinic needs an end-to-end **telecommunications** solution, hardware like **computers** and **printers**, or **support** from skilled technicians, you can **get it all from one place**. You can count on recognized equipment and solutions, cutting-edge expertise and competitive rates from TELUS Health - a clear advantage that lets you focus on what matters: your patients.



Advanced functionalities for general practitioners and specialists.



Highly customizable EMR.

Medesync's flexibility lets you customize commonly used clinical tools like patient record summaries, clinical notes, and electronic forms. Display the Medical Record Summary and contents of the Visualizer according to your practice, in order to highlight the most important elements.

Save time with templates to pre-populate forms, clinical notes, prescriptions, bills, and more. Customize your profile to optimize workflow, features, and the automation of recurring tasks, so that you can work smoothly and efficiently.



TELUS Health exclusive



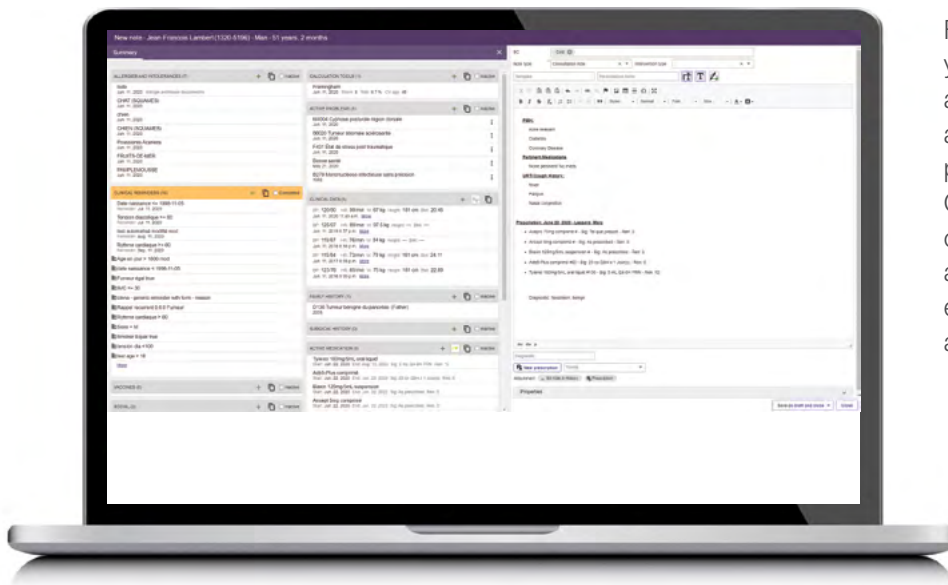
Favourite feature

Pre-visit questionnaires: Maximize patient encounters.

Customizable forms and questionnaires help you maximize the time you spend with your patients. Configure patient questionnaires according to consult type to optimize your visits, with patient responses synchronized directly to their medical records. Use these responses to create consult notes, substantially reducing data entry time. You'll gain more quality time with your patients during their visits.



High-level view to write up your consults.

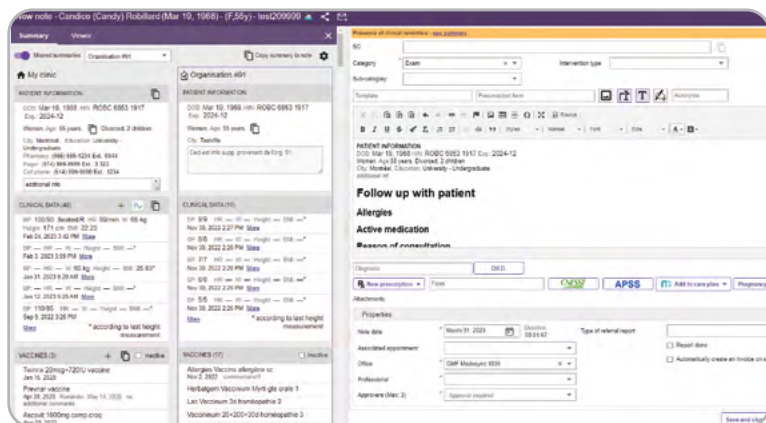


From one screen, view your patient's summary and easily update it during an appointment by adding photos, prescriptions, forms, CNESST reports, and APSS consult requests. Prepare a comprehensive note explaining your professional approach.



Sharing records between clinics.

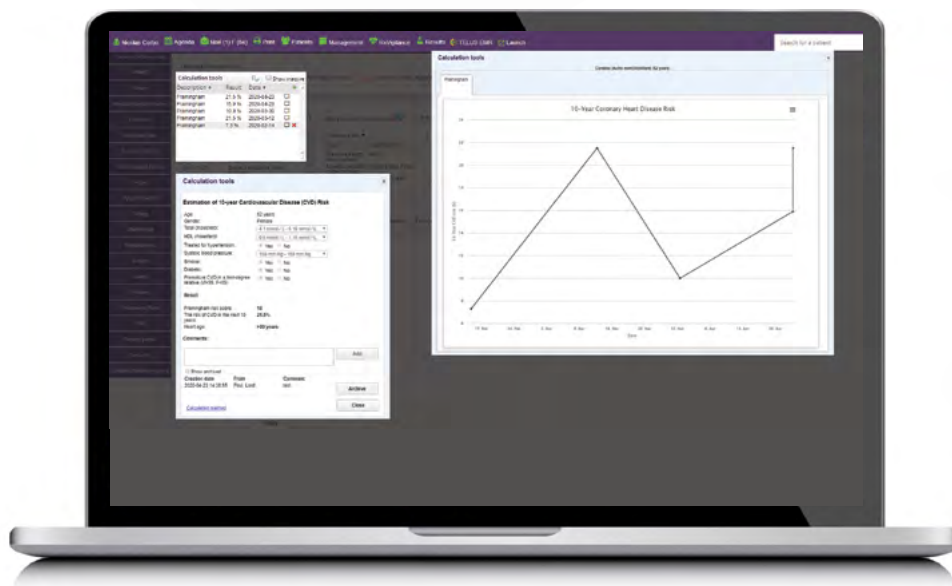
Medesync allows your clinic and a specialist's clinic to work closely together. After obtaining the patient's consent, you can access their record at the other clinic. You no longer need to scan and index the other clinic's medical record in your own system, you can access it yourself directly.





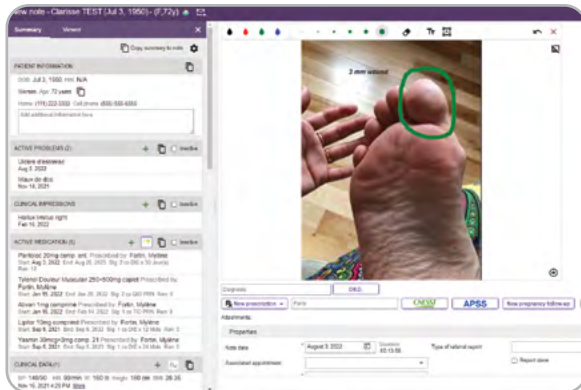
Monitor patient progress at a glance.

Medesync allows you to monitor patient progress based on specific tests. Get the essentials at a glance with a graph of their progress, which helps you make informed decisions rapidly.



Intelligent search: Clinical information at your fingertips.

Quickly search your clinical notes based on pathologies, patient conditions, keywords, and other criteria. In just a few seconds, Medesync's powerful search engine scans your consult notes, patient lab results, prescriptions, or PDFs to present you with clear, accurate results.



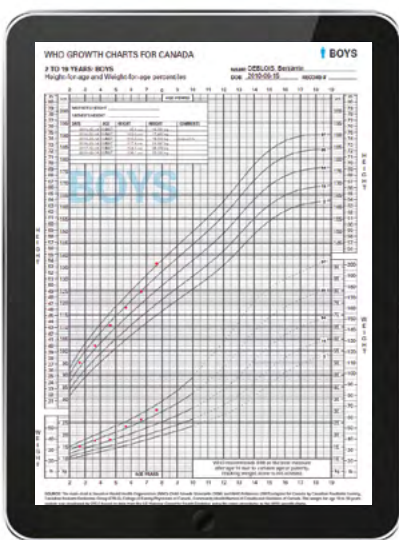
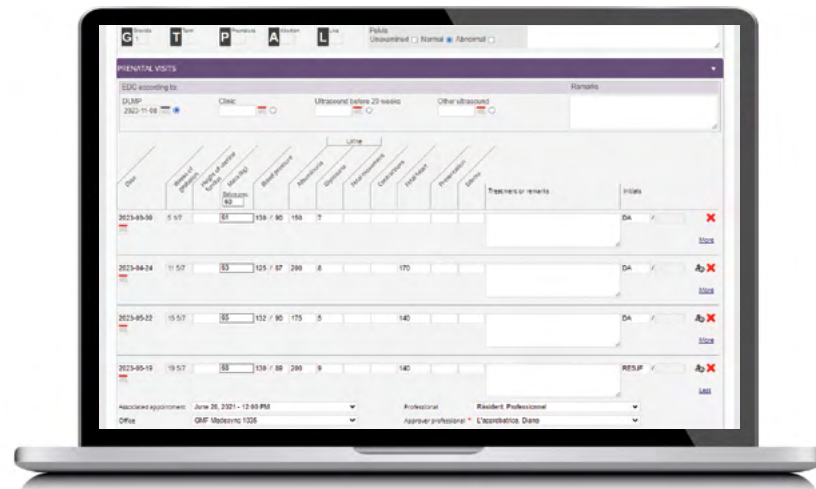
Enhanced clinical note-taking.

Capture clinical notes via stylus, keyboard, voice notes, images, etc. Use the stylus to add notes to images uploaded from your mobile device.



Module optimized for obstetrics.

Follow and document patient pregnancies in extensive detail. Enter comments in the pregnancy progress form, without having to worry about having enough space or the length of your notes. Get an automatic calculation of due dates, easily refer to patient history of previous pregnancies and quickly enter lab results: all the information you need to support your patients at your fingertips. Track multiple pregnancies by adding multiple Form 7s.



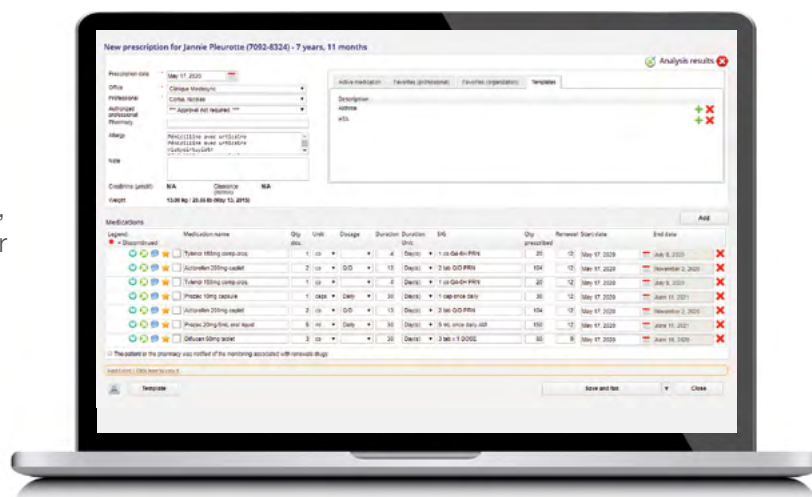
Growth charts and pediatric forms.

Monitor your young patients' growth with easy-to-understand growth charts based on the WHO model. See reasons for off-the-curve results using associated comments, which can be printed. If the child is premature, add the gestational age to view this curve. All pediatric forms are also available.



Electronic prescriptions in just a few clicks.

A range of features for quick and easy prescribing: import of prescriptions into the EMR, clinical data displays (e.g., creatinine clearance or weight), a Refill All option, your or your centre's dosing preferences, prescription templates, drug interactions, and much more. Save your prescription while sending it electronically to the Dossier santé Québec (DSQ).



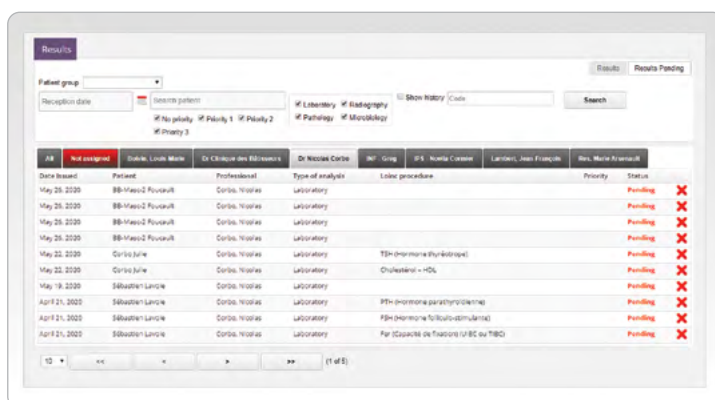
Lab test results directly to your EMR.

Receive all diagnostic test results directly in your EMR, including results from private labs and radiology clinics across Quebec, in granular and PDF formats.



With pending results management, Medesync enables you to track important medical exams you've ordered for your patients. Test outcomes are easily viewed at a glance, and colour coding makes it easy to spot abnormal results.

Mark up the PDF report to highlight specific test results. Copy and paste electronic results into your consult notes. View lab and imaging results right in the palm of your hand with the EMR Mobile application.



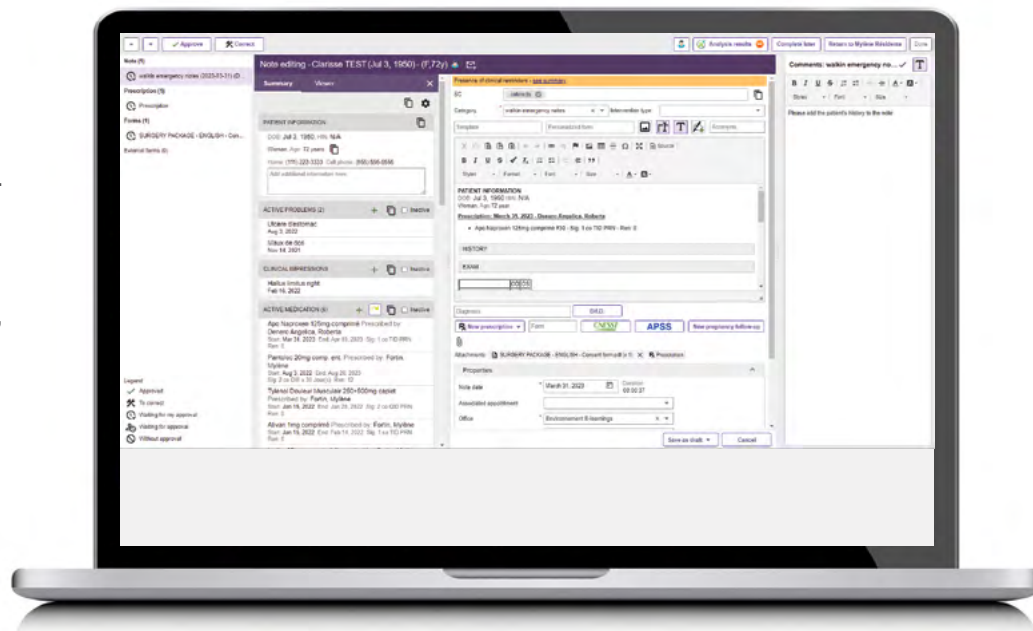


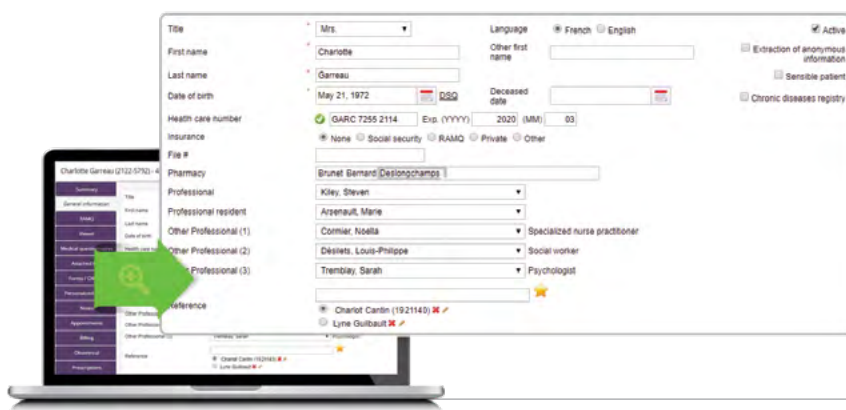
Clinical forms to use and customize.

Access more than 5,000 forms created by the medical community, including specialists' forms. Easy to import and tailor to your needs, these forms and their customizable templates save precious time.

Easy follow-up and approval of documents from the professionals you supervise.

Sent directly to your messaging system, documents written by the professionals you oversee follow a straightforward, rigorous approval process. All the documents that make up a consult are presented to you individually for your review, comment, and approval.





Synchronization with RAMQ files: No more duplicates or errors.

Retrieve patient data—full name and health insurance number—from the RAMQ database. The result: duplicate-free, error-free records.



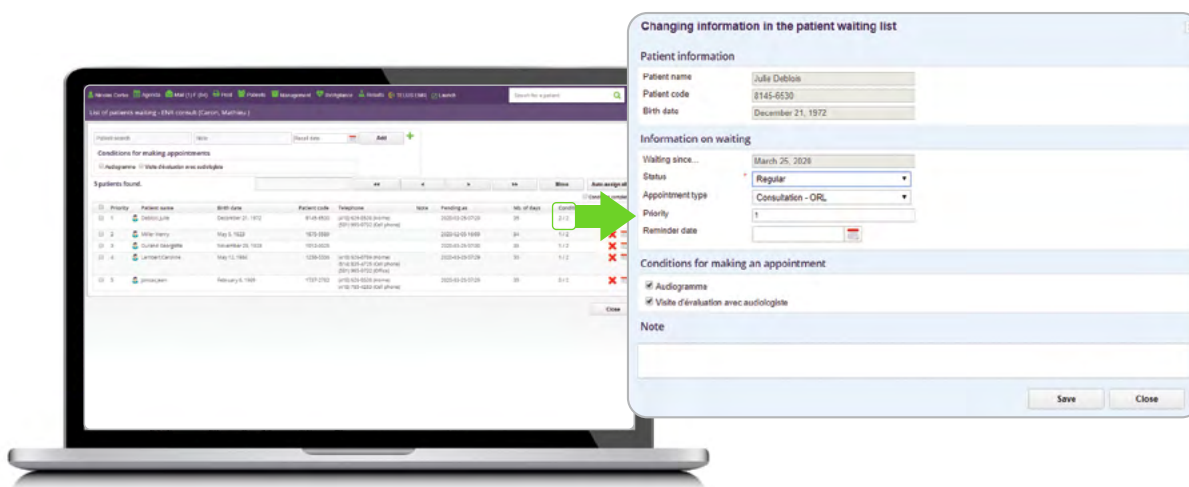
TELUS Health exclusive



Favourite feature

Waitlist management: Optimized and automated.

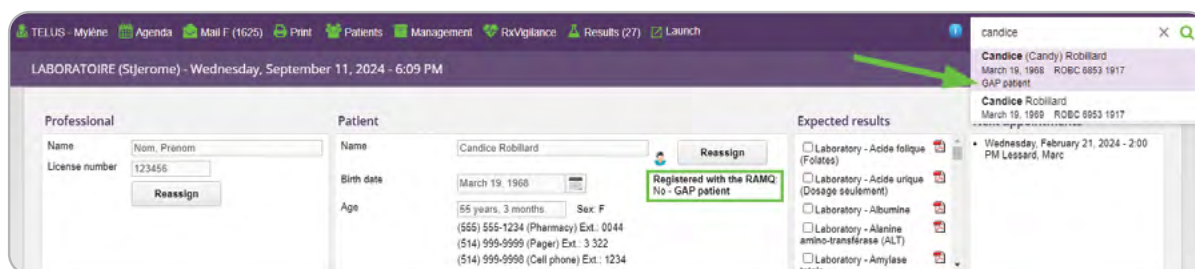
Manage your waiting lists efficiently with automatic appointment assignment. Define the required criteria to plan a consult with a specialist. Help make patients' lives easier and prevent no-shows and misunderstandings with automatic appointment confirmations and reminders.





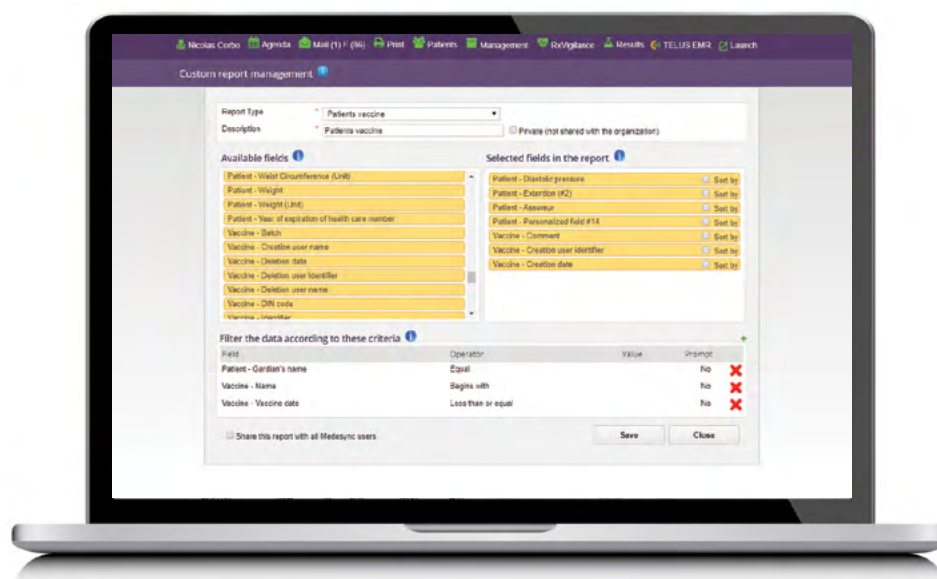
Group registration management.

Strongly involved in the deployment of regional GAPs, Medesync allows you to easily manage your clinic's group enrolments. A loading tool for patients registered with your clinic, automatic updating of a person's group registration status when they are contextualized, display of group registration status through the EMR, and statistical reporting of GAP availability are just some of the benefits Medesync offers you.



High-quality data from customized reports.

Your EMR is a unique source of high-quality information. Drill down into your clinical notes to extract statistics from customized and PDF forms. Query the contents of your database to produce customized reports for research purposes. Deploy your EMRs' full potential to advance knowledge in your area of expertise.





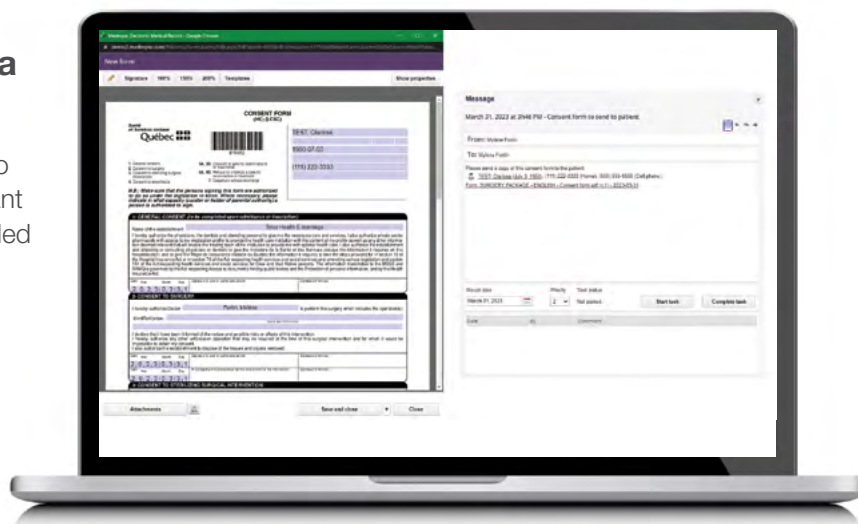
Favourite feature

Your digital clinic.

Scan all your documents one at a time or in batches, then automatically index them based on the categories you've defined.

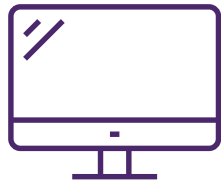
Automated task reminder: Don't forget a thing.

Automate tasks and reminders so nothing gets overlooked: important patient follow-ups, forms to be filled out on a specific issue, missed appointments, appointments cancelled by the patient, and notifications when the patient fills out a medical questionnaire.

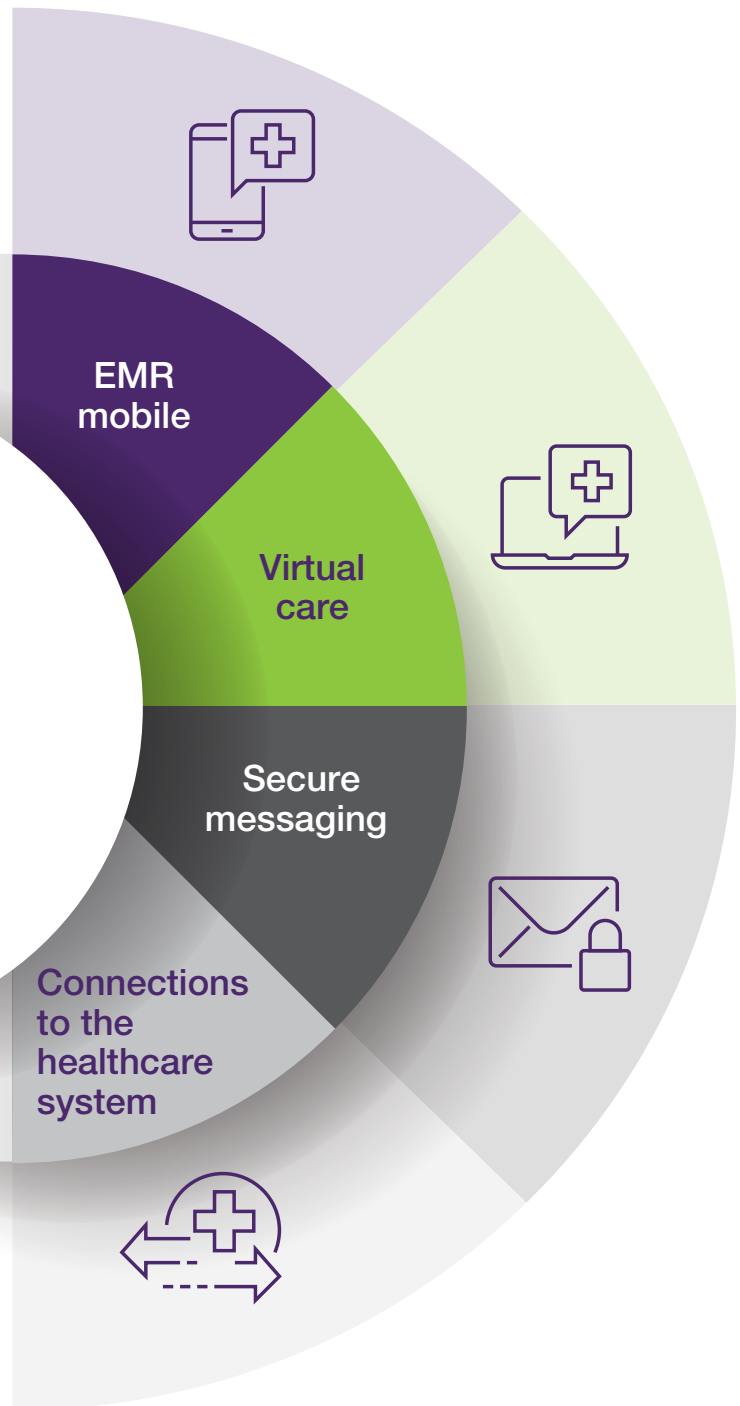


Medesync: An ecosystem focused on collaboration.

Choosing TELUS Health's Medesync EMR means getting simple and secure access to an ecosystem of additional solutions and features. Seamlessly integrated into your workflow, these tools help streamline administrative tasks, improve your efficiency, and support your patients.



Medesync EMR





Mobile application

- Access to records
- Access to calendar
- Take photos
- Messaging
- Manage lab results
- Note-taking

Virtual visit

- Video consult
- Chat
- Meet with up to 6 participants
- Pre-visit questionnaire

Pomelo by TELUS Health

- Online appointment scheduling
- Customizable automated reminders, available by email, text or phone
- Sending messages from the healthcare professional to the patient
- Sending files and forms directly from the medical record
- Updating demographic data
- Broadcasting: send important messages to groups of patients, while maintaining confidentiality

MedDialog

- Provider-to-provider communications
- Secure messaging
- Electronic fax

eRenewal

- Receive and send electronic prescription renewal requests
- Accept and refuse requests with a single click
- Automatically update both the patient's medical record and the DSQ

Medesync allows you to access a vast network of partners.

telushealth.com/add-on-services

Online appointment scheduling

- Automatic calendar synchronization
- Automated reminders
- Email, text or phone notifications
- Emails customized by appointment type

Triage forms

- Pre-booking triage questionnaire
- Definition of display logic for patient messages

Patient check-in kiosks

- Patient check-in
- Patient information updates

Integrated billing

- Direct RAMQ billing
- Option for turnkey via agency
- Report production

Multiple connections

- APSS, CNESST, DSQ, RVSQ, SI-PMI, organizational patient index, regional depots, private lab and radiology solutions
- Provincial appointment centre (TELUS Health appointment access), SNDE

Add-on services: Use your EMR to its full potential.



EMR Mobile: Access your EMR wherever you are.

TELUS EMR Mobile is a free application for TELUS EMR users enabling you to connect to your EMR remotely from a mobile device. Keep in touch with your practice and patients, anywhere there's an internet connection.

Clinical data at your fingertips.

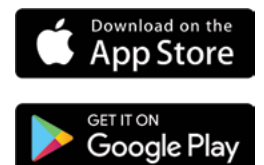
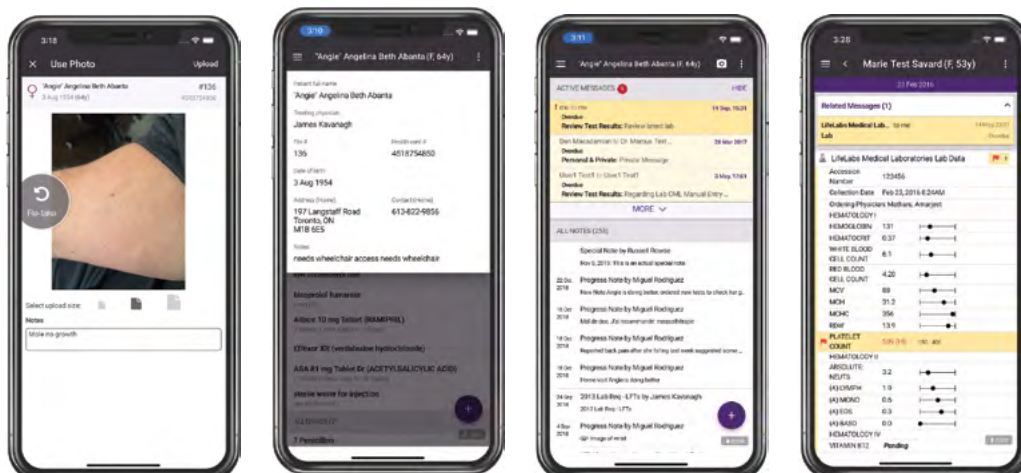
- Consult the results of diagnostic tests wherever you are: at the hospital, with a patient or at home
- Abnormal results are displayed clearly so you can address them quickly
- Access your patients' records: summary, previous clinical notes and results of diagnostic tests
- Write a new clinical note
- Prescribe drugs from the EMR Mobile app

Features to help keep you efficient.

- Consult your schedule so you can plan your day, add appointments and assign tasks to nursing and administrative staff based on the diagnostic test results received
- Access your messages anytime and create new ones
- Document patient symptoms by taking pictures with your smartphone or tablet, annotate them and upload them to their medical record (no data is stored on your device)

User-friendly interface for enhanced performance.

- Information layout is optimized for mobile devices
- Consult patients' records, diagnostic test results and your schedule at a glance
- Conduct virtual visits





Virtual services make healthcare more accessible to everyone.

Your EMR is your gateway to the medicine of the future, allowing you to offer your patients follow-up services and virtual visits.

A virtual visit solution integrated with your EMR.

- Teleconsultation with complete audio and video functions
- Schedule and launch virtual visits and conversations with live chat
- Virtual waiting room for triage or patient notification in case of a schedule delay
- Observe the patient's respiratory profile, body language and appearance
- Always accessible from an office desktop or your mobile device with TELUS EMR Mobile

A practice focused on the needs of today—and tomorrow.

- Encrypted conversation transmission
- Private virtual environment to discuss test results and treatment plans
- Reduced exposure to—and spread of—infectious disease
- Note-taking, record consultation and video calling integrated into your primary tool
- Live chat and transcription in clinical notes
- Send documents to the patient in real time



MedDialog: Secure communication between healthcare professionals.

Exchange secure messages containing attachments and electronic faxes with healthcare professionals outside your clinic from your Medesync EMR with [MedDialog](#).

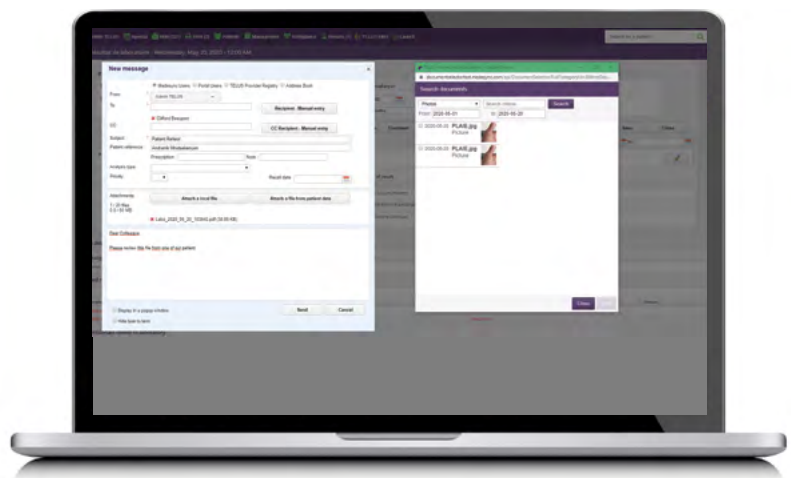
- Use eFaxes to send prescriptions to pharmacies
- Request medical opinions
- Send requests for paramedical consults
- Share diagnostic test results and other documents
- Integrate your fax line directly into your messaging system — no more scanning faxes into the EMR
- Turn your message into an outgoing fax
 - Send a fax to a clinic or healthcare professional by creating a simple task which will automatically suggest your address book to facilitate sending

Share information easily.

Collaborate efficiently with other healthcare professionals without changing your daily workflow, regardless of their technology. MedDialog adjusts the transmission type to the recipient's setting: electronic message eFax, or direct print.

Contribute to care continuity.

Share patient data with other professionals. Your communication history is automatically stored in the patient's record, reducing the need to transcribe, take notes or scan documents manually.



Pomelo by TELUS Health: Enhance your patients' healthcare experience.

Your solution for simplifying the organization of clinical tasks, reducing your administrative burden, and helping people take charge of their health and well-being.

Automatic appointment scheduling.

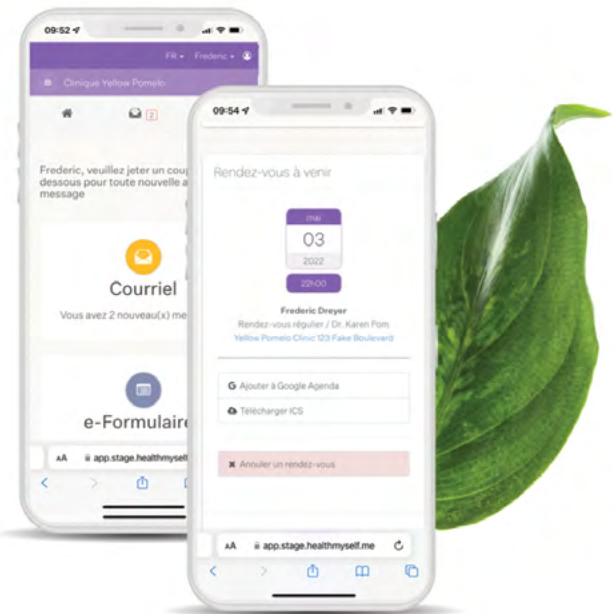
- Online appointment scheduling and management by patients
- Automated reminders to help reduce missed appointments

Simplify administrative tasks

- Send encrypted messages or emails to groups of patients, depending on the confidentiality of the information
- Send private messages or personalized documents to your patients
- Check in patients on their mobile device to reduce wait times

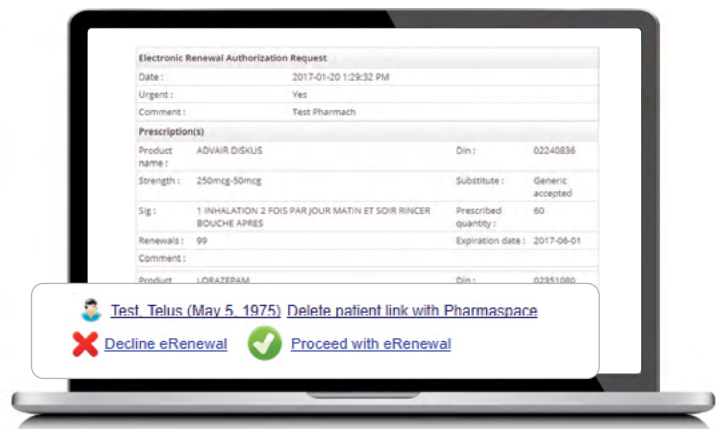
Enhance your patients' experience

- Communicate with your patients via private messaging portal
- Send automated notifications for post-appointment follow-up
- Send pre-populated digital forms or other documents directly from the medical record, which simplifies data entry



eRenewal: Electronic prescription renewal.

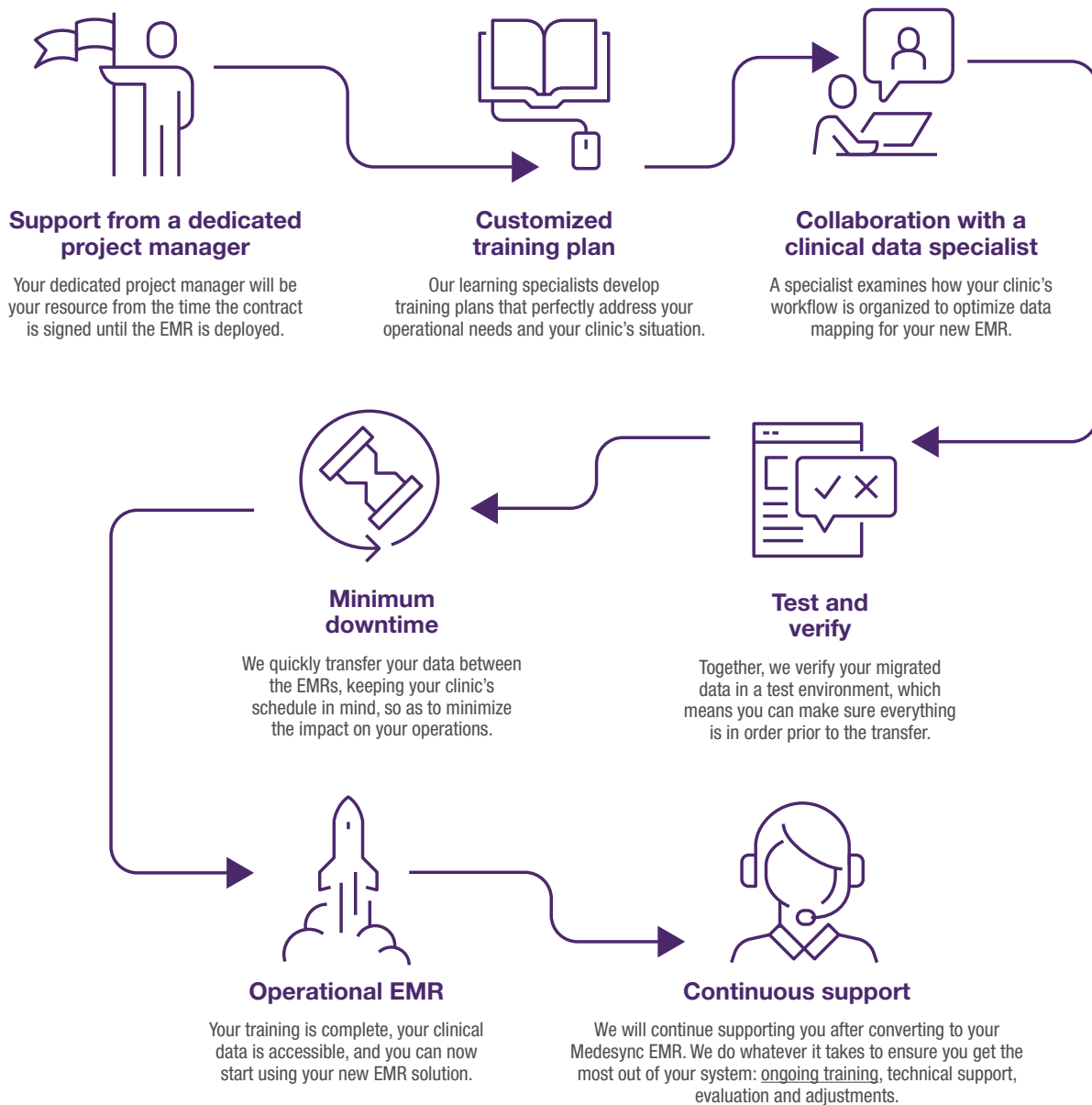
eRenewal is an EMR-integrated tool that makes it easy to receive and process prescription renewal requests from pharmacists. You can accept or refuse renewal requests from within your EMR with just one click. Reduce renewal times and limit phone calls, faxes, manual data entry, and transcription errors, and automatically synchronize with the patient's medical record and the DSQ.



Simple, smooth conversion.

Your evolution. Our expertise.

Your data is critical to providing services to patients. That's why our experienced team analyzes your clinical data with great care to make sure all of the information is transferred. We are there for you before, during and after implementation so you can get the most out of your new TELUS EMR.





Request a demo

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