



## Physician Office Forms Process

### Purpose

To better support physicians by streamlining the access, communication and usage of Interior Health catalogued forms by physician offices.

### Scope

Interior Health catalogued forms available to physician offices through the Royal Printers website.

### Physician Office Forms Process

This section outlines the process for the three key process streams.

#### 1 Access

IH catalogued forms are available to physician offices in the IH region through the Royal Printers physician website. Forms are available in both paper and electronic formats and are provided free of charge to physician offices. Paper forms are available to order through the website and electronic forms are available for download through the website. The process for physician offices to acquire access to the Royal Printers website is outlined in [Appendix A](#).

EMR vendors can be granted access to the Royal Printers physician website for the purpose of downloading electronic forms. Access is limited to downloading electronic forms thus ordering paper forms is not available. The process for EMR vendors acquiring access to the Royal Printers website is outlined in [Appendix A](#).

#### 2 Communication

Adherence to this communication process will help to ensure physician offices are aware of new and updated IH catalogued forms.

Document Services posts all new and revised forms to the Royal Printers website. The homepage of the Royal Printers website lists all form updates in the past 30 days. Physician Offices and EMR vendors have access to view this list and should regularly refer to it to ensure they are using the most current versions of forms. In addition, [Doctors of BC](#) and [Pathways](#) both have access to view this list so physician offices can refer to these web resources for news on updated forms.

#### 3 Usage

IH holds copyright on all IH catalogued forms (catalogued provincial forms are the copyright property of the Ministry of Health or other provincial entities), thus alterations or usage for reasons outside the intended purpose without express written consent is not permitted. IH will permit physician offices and EMR vendors to integrate IH-catalogued forms into EMR systems considering the forms are converted as-is with no alterations to the content. This includes layout, logos, fields, contact information and all other content within the form. When the physician office receives notice of a form being updated or discontinued it is their responsibility to update their stock and/or EMR system accordingly. Outdated forms may lack important information and may not be accepted by the service provider. Only current forms – both paper and electronic – should be used.



# Interior Health

## Appendix A - Access to Royal Printers

This section describes the process for physician offices and EMR vendors to acquire access to the Royal Printers physician website.

### Physician Offices

Physician Offices wishing to be granted access to the Royal Printers website must send an email to IH Document Services: [Document.Services@interiorhealth.ca](mailto:Document.Services@interiorhealth.ca). The email must contain:

- Physician name
- Requestor name (if different from physician name)
- Office Name
- Office email address
- Phone number
- Shipping Address

It is recommended that each physician office uses one account. If an office has multiple physicians that prefer separate accounts, the above information will need to be submitted separately for each physician. It is the responsibility of the physician office to communicate any changes to Document Services, such as: name change, contact information change, access no longer required, etc.

### EMR Vendors

EMR vendors wishing to be granted access to the Royal Printers website must send an email to IH Document Services: [Document.Services@interiorhealth.ca](mailto:Document.Services@interiorhealth.ca). The email must contain:

- EMR vendor name
- Requestor name
- Email address
- Phone number
- Address

An EMR vendor can be granted a maximum of one account. It is the responsibility of the EMR vendor to communicate any changes to Document Services, such as: name change, contact information change, access no longer required, etc.

## Appendix B - Glossary of Terms

- Document Services – Department within Interior Health that provides forms management services.
- Form - A document (paper or electronic), used to collect, communicate and complete an official Interior Health process.
- Form Sponsor – Employee of Interior Health responsible for the content of a form.
- Catalogue – A repository of indexed forms managed by Document Services.
- Royal Printers – Interior Health’s contracted print vendor.
- Electronic Medical Record – Electronic system that replaces the traditional paper patient chart.