

Lisa Evanyshyn, BSc, Chem Eng; Kukwinder Chana, CPHT; Shirley Goguen, RN; Diana Dini, BSc (Hons), Grad. Cert. (Health Informatics); Dr. Gihad Nesrallah, MD, MSc, FRCPC; Dr. Maxim Ben-Yakov, MDCM, FRCPC, MHI; Grace Mercieca, PMP, LSSGB, ITILv4; Debbie Martino, RN, BScN, CAPM; Zahra Sheraly, MBA, PMP, LSSGB, Prosci® CMP; Azeem Mamajiwalla, MBA, PMP

### DESCRIPTION

Humber River Health (HRH) is the first MEDITECH-based hospital in Canada to implement PrescribelT®, a national electronic prescribing service developed by Canada Health Infoway. PrescribelT® enables secure, direct transmission of prescriptions from hospital to pharmacy, eliminating handwritten, printed, or faxed prescriptions.

#### Key Benefits:

- Reduces medication errors
- Improves provider-pharmacist communication
- Supports safer, more coordinated care
- Enhances prescription tracking
- Reduces risk of lost or misinterpreted prescriptions

Aligned with HRH's mission: "Working together with our community to deliver innovative, safe and equitable healthcare."

### OBJECTIVE

Improve patient experience by streamlining prescription transmission through secure, integrated e-prescribing technology.

### ACTIONS TAKEN

- Phased implementation in Outpatient Nephrology and Emergency Departments.
- Secure transmission from MEDITECH to pharmacy, preserving patient choice.
- Barcoded paper prescriptions issued when pharmacy details unavailable allowing pharmacists secure digital access to prescription information via the PrescribelT® cloud.
- Patient feedback via telephone surveys (46 participants, 5-point Likert scale with a neutral mid-point).
- Survey developed in collaboration with the project team and Research Department.

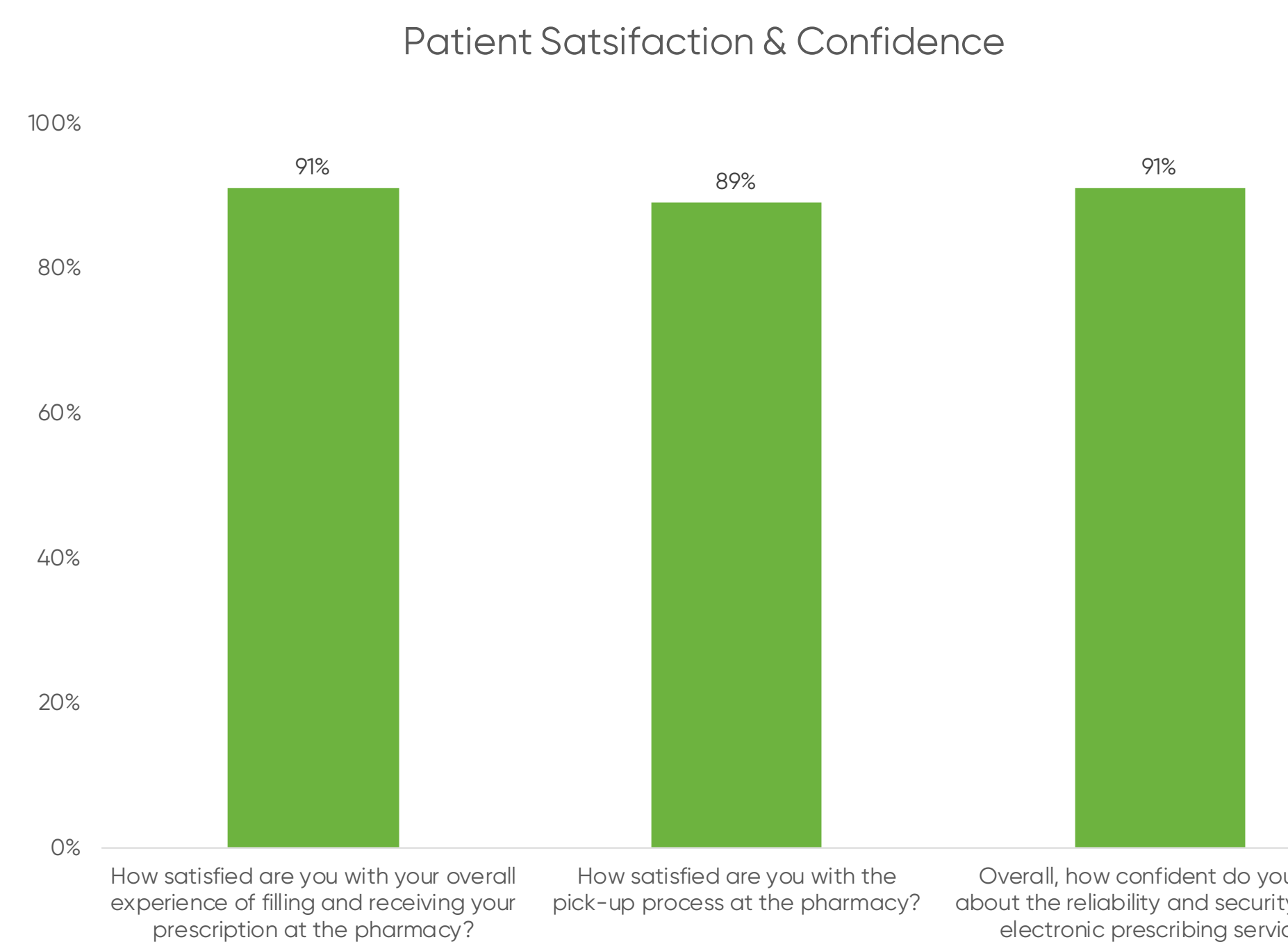


Figure 1. Summarizes high levels of overall positive patient satisfaction and confidence with the electronic prescribing service.

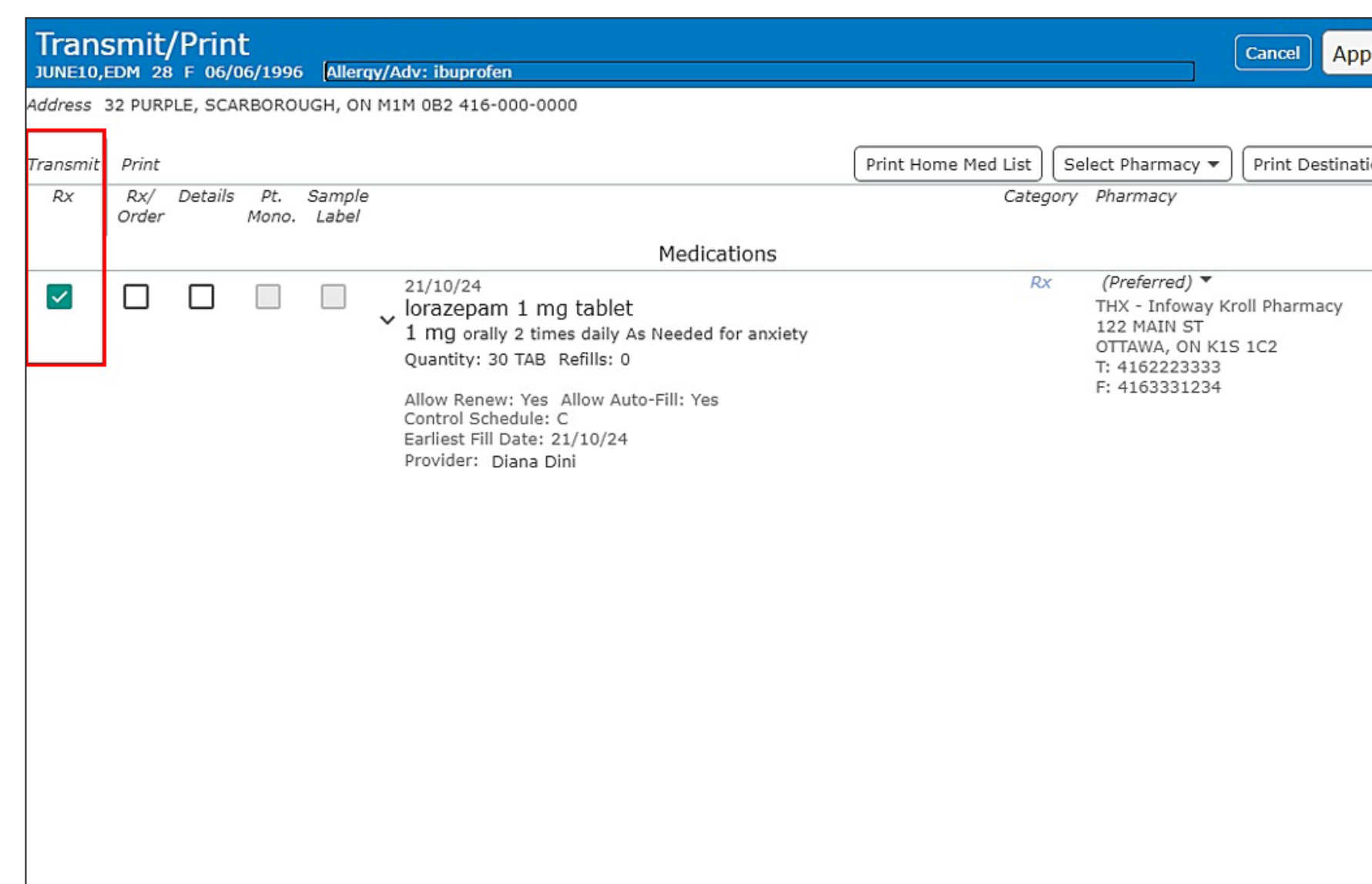


Figure 2. Screenshot of PrescribelT functionality in MEDITECH, enabling secure, electronic transmission of prescriptions to pharmacies, supporting real-time prescription sending and renewals.

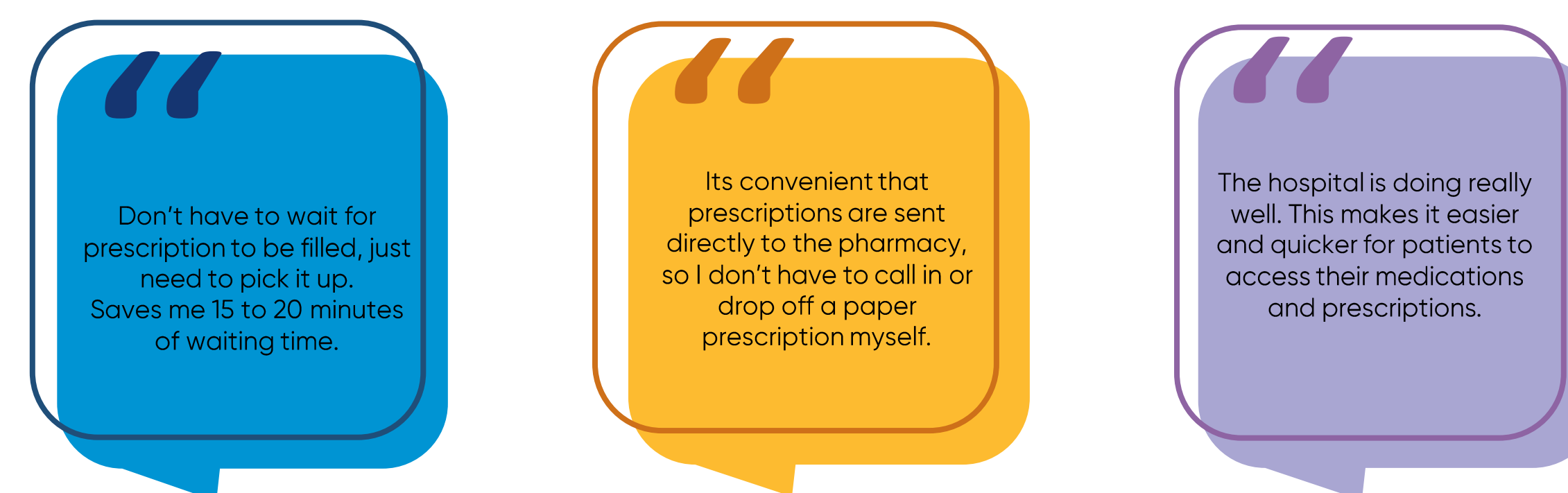


Figure 4. Patient comments highlighting convenience and efficiency of the electronic prescribing service.

E-Prescribing Usage Metrics (13 Providers, January - September 2025)

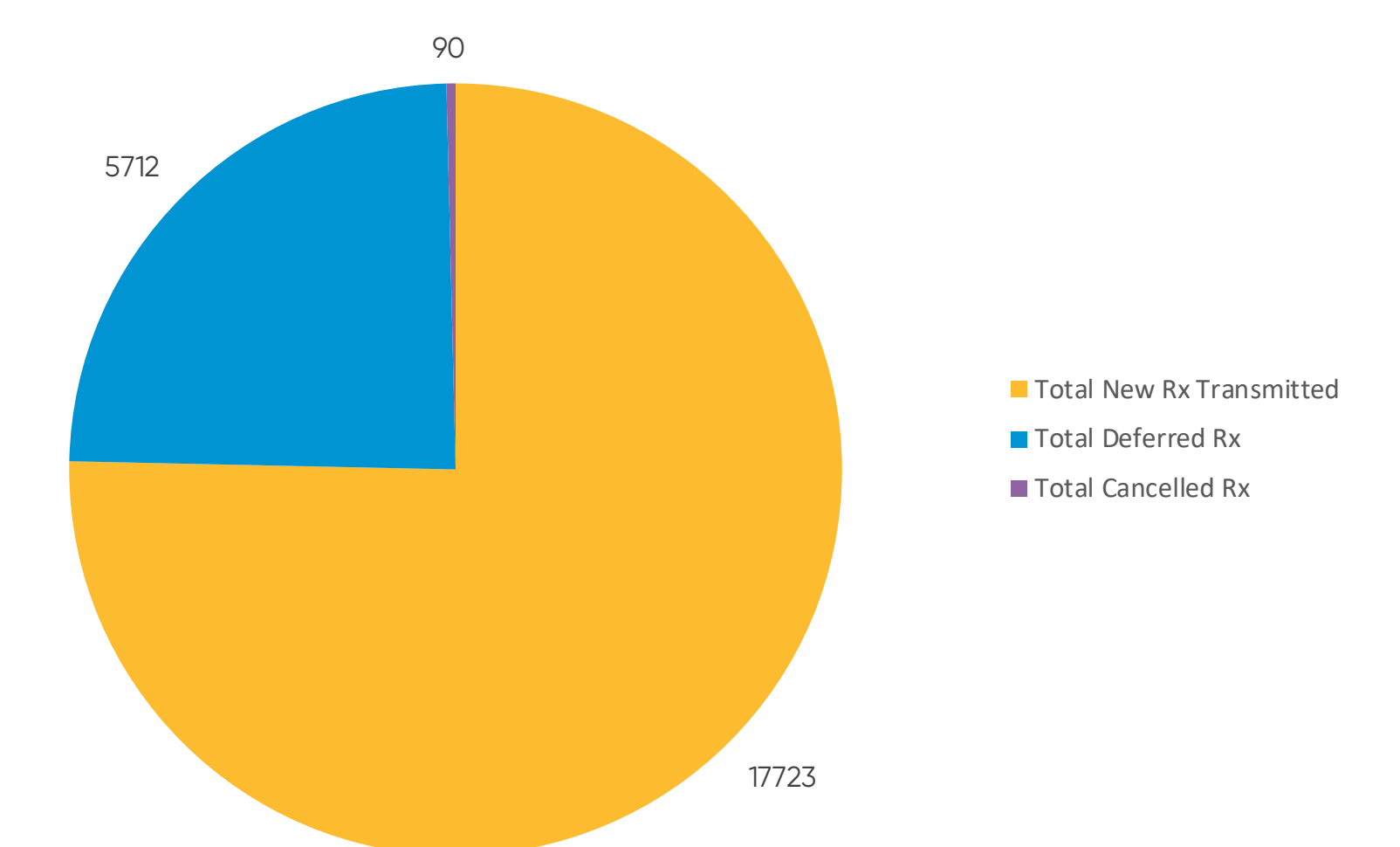


Figure 3. Summarizes key e-prescribing activity metrics over the period, including new, deferred and cancelled prescriptions.

### SUMMARY OF RESULTS

Patients reported significantly improved experiences:

- Shorter pharmacy wait times (saving 15-20 minutes)
- No need to carry/drop off paper prescriptions
- Fewer follow-up calls
- Faster overall prescription process
- Greater convenience and reduced stress

Direct digital communication improved:

- Privacy
- Security
- Efficiency

Digital innovation can greatly enhance care quality, safety, accessibility, and patient satisfaction.

### LESSONS LEARNED

Digital tools like PrescribelT® enhance patient satisfaction, improve medication safety, and streamline the prescribing and dispensing process for more efficient, connected care.

