

**Peer Assessment Committee**  
**College of Physicians and Surgeons of New Brunswick**



**The Virtual-Remote Review Process**

**The Assessor is Responsible for:**

1. Reviewing the *Physician Profile* and *Supplemental Information for Assessment* forms to become familiar with the scope of the practice;
2. Contacting the physician being assessed to discuss the process, clarifying any information required, verifying that the records are fully EMR based (and not a hybrid paper/EMR model), and determining a mutually convenient date for the review;
3. If the practice is Intrahealth EMR based:
  - a) ensuring that both parties have downloaded the "Profile @ Home" software to allow remote access to the charts with "Read-Only" permission for the assessor;
  - b) providing the physician being assessed with your email address which will be used by Intrahealth to supply you with your username and PIN;
  - c) verifying that the physician has obtained Intrahealth usernames and PINs for use by both the assessor and the physician (both may need to be able to log into the system at the same time);
  - d) testing the ability to connect to the physician's EMR prior to the assessment date (with the physician's permission);
4. If the practice is non-Intrahealth EMR based: ensuring the physician being assessed supplies a valid login/password to allow read-only access to his or her charts;
5. On the agreed date, carrying out the chart review and completing the assessment report, assigning a score (Category 1, 2 or 3) to the physician's practice;
6. Following up with the physician by video call to discuss any questions the physician may have, the review observations and the score assigned to the practice;
7. Forwarding the report to the Peer Assessment Committee Moncton office.

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**The Physician Being Assessed is Responsible for:**

1. Ensuring that the required information including the *Physician Profile* and the *Supplemental Information for Assessment* has been submitted as requested;
2. Meeting virtually with the assigned assessor to discuss the upcoming review, clarifying information as required, and determining a date for the review;
3. If the practice is **Intrahealth EMR** based:
  - a) contacting Intrahealth to advise them of the upcoming assessment and providing them with the assessor's email address so that they can forward a username and PIN to the assessor;
  - b) providing the assessor with the correct "server name" which is in the format "XXX.atlantic.ihhost.net";
  - c) ensuring that he/she is able to log into their own system using "Profile @ Home".
4. If the practice uses **another EMR**:
  - a) ensuring the EMR can be accessed remotely (i.e. from home);
  - b) providing the assessor with log-in credentials to allow access on a read-only basis to the complete patient chart;
  - c) verifying that the EMR will allow for both the assessor and physician to view the same record simultaneously if needed.
5. Providing a phone number where he/she can be reached by the assessor, and being available to the assessor by phone during the review. There may be questions about a specific issue, be it a clinical or record-keeping question. (This would be a good time slot to catch up with paperwork)
6. Following the review, being available to meet virtually with the assessor who may have further questions and to discuss the assessment results. This may be immediately after the review or at some other pre-determined time.
7. Following the review, contacting the EMR service provider to remove the assessor's login privileges from his/her system.