



MOA Education Session 5

Ask the Panel: OSCAR Pro & Juno EMR Edition

September 9, 2026

Territorial Honoring



We would like to begin by recognizing that we are hosting this meeting from the traditional unceded homelands of the x^wməθk^wəyəm (Musqueam), Sk̓wxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) First Nations.

If you are joining us from other homelands, we extend our acknowledgement to those traditional lands as well.



Musqueam Nation



Squamish Nation



Tsleil-Waututh Nation



- **How do you navigate arranging doctor's schedules for the week (in the sense of making the schedule itself)?**
 - Schedule Settings guide
- **Can we do different timings for a schedule on a same day?**
 - Different timings in one day are not ideal – can cause confusion

09:15	1	! Bumin, AI E B M Rx /
09:30	1	
09:45	1	
10:00	P	
10:15	P	
10:30	V	
10:45	V	
11:00	c	
11:15		
11:30	c	
11:45		
12:00	1	
12:15	1	.LUNCH Reason:
12:30	S	
12:45	S	
13:00	X	
13:15	X	



- **How do you easily access patient charts, flag urgent reports and follow up on hospital requisitions & referrals?**
 - Consultations section for tracking
 - Every document has an "Abnormal" flag
 - The OSCAR Pro Inbox allows for document markup and direct faxing out.

1 of 3 >

Title: Enter Title

Type: Select Type

2026-05-21

☒ Abnormal

Created Date: 2026-05-21 11:23:01 [MORE DETAILS](#)

TEST, JOEL  49

Next Appt.: N/A

Quick links

MASTER ECHART RX PREVENT MESSAGE

TICKLER EMAIL FAX



- **How do you send a message to specific individuals for one doctor's patients?**

- OCEAN integration in OSCAR Pro = Benefits client communication
- AI integrations are also possible for managing incoming items – ie. Phelix
- If you are sending internal messages – Messenger, link patients



- **What is the most effective way of dealing with over 100s of daily inbox messages?**

- Inbox workflows – Can be a bottleneck in workflow depending on staffing
- Use preview mode, have a system for consistent document naming, type, MRP forwarding
- Make sure to file when the item has been forwarded so your to-do list is updated



- **How to send mass emails to patients?**

- Mass email – Demographic report tool to gather email list, then use an email service

- **Is there any ways to focus on receiving only the most updated new data from the hospital inpatient rather than pages of data from admission?**

- Hospital reports come directly through Excelleris, just displayed in OSCAR. No method to condense this information without AI help.



- **What are some EMR Tips & ticks?**

- Double check you are not creating duplicates and that the data matches the correct patient.
- Use communication tools, customizations, reporting
- Learn OSCAR Pro – Self guided free learning platform for all OSCAR Pro roles
- <https://learn.oscarpro.ca/>
- Agents on phones 9am to 5pm in BC





Juno EMR



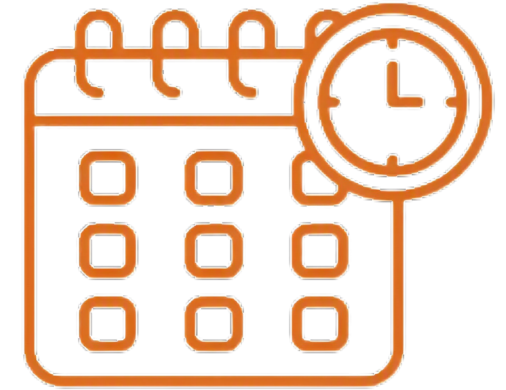
- **How do you pull list of active patients?**

- Navigate to Reports → Demographic Report Tool
- Filter by Active (AC) patient status
- Select provider, if required
- Run query and review the patient list
- Use results for panel management





- **Can you split the view between two doctor's schedules?**
 - Yes — create a Schedule Group.
 - Multiple providers' schedules can be viewed side-by-side.
- **Why does Juno log me out when I switch to another tab?**
 - Switching between browser tabs should not normally log you out.
 - If this happens frequently, it may be related to the browser, network, or session.
 - Try using a supported/current browser and contact Juno Support if the issue continues.





- **How do you avoid encounter duplicates with multiple entries in one day?**

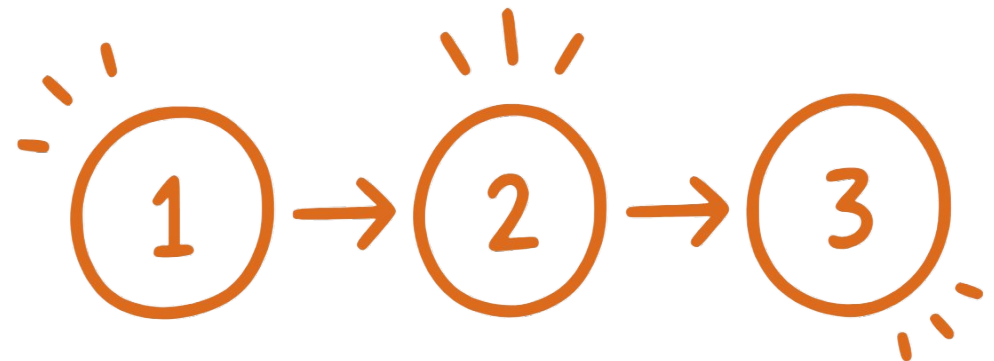
- Check patient chart and appointment history before creating a new encounter.
- Confirm whether the entry is for the same visit or a separate clinical interaction.
- Ensure the appointment is linked to the correct patient record.
- For multiple visits on the same day, confirm a separate encounter is required before creating a new entry.





- **How do you create eForms?**

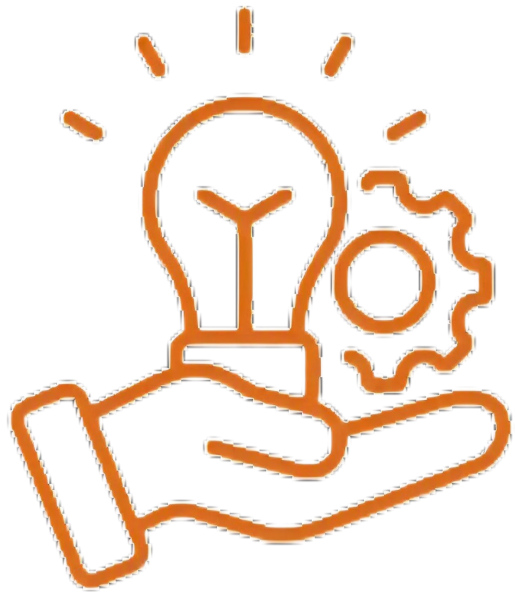
- If the form is in the [Juno eForm Library](#), download it.
- Go to Administration → Forms/eForms → Import to add it to Juno.
 - [Adding eForms to your Juno EMR](#)
- If the form is not available, use eForm generator to create it.
- [Building an eForm: Guide From A to Z](#)





- **What are the best practices when using eForms?**

- Use a standard naming convention for all eForms.
- Use standardized eForms for common clinic forms.
- Verify patient demographics and recipient/fax details before submitting.
- Check the chart first to avoid duplicate forms.
- For quick access, organize frequently used forms into eForm Groups
- Use existing Juno eForms instead of creating duplicates.





- **How does Juno improve clinical workflows & administrative efficiency, and what best practices would you recommend to healthcare professionals to maximize its features?**
 - Use Patient Search & Chart Navigation to quickly locate patient information.
 - Check existing records first to avoid duplicate appointments, encounters, or forms.
 - Use Schedule Views & Appointment Statuses to manage the daily clinic flow efficiently.
 - Use Juno reports for patient lists, panel management, and outreach.





- **What are some EMR Tips & ticks?**

Aruni:

- Keep patient demographics, contact information, alerts, and notes up to date.
- Use Ticklers, Tasks & Internal Messenger to manage follow-ups and communication.
- Regularly review the Inbox, documents & results and assign items appropriately.
- Use templates & standardized workflows for repetitive tasks.



Joel:

- Admin and Clinician Inbox Workflows are vital for organizing charts, uploading documents
- Customize your schedule
- Use features how they were intended – Disease Registry, Consultations, Allergies, Rx etc
- Get training!

Raise your hand & unmute or type your questions in the chat!



Thank you and see you next time



**Complete the evaluation and
your payment information!**



Thanks for attending. If you need more information
about our programs, reach out to us. We'd love to
hear from you:

cbs@vancouverdivision.com

