



Medesync:

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

Medesync: The EMR for general practitioners and specialists.

Whether you're a family physician, specialist, healthcare professional or a 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, Medesync is an advanced, 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 practice, Medesync adapts to your needs and increases your clinic efficiency.



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Medesync at a glance.

Here's why over 28,000 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 communications solution, MedDialog.



Multiple windows for ease of use and optimal views.

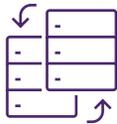
Hosted
in Quebec



99.97%
up-time



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.

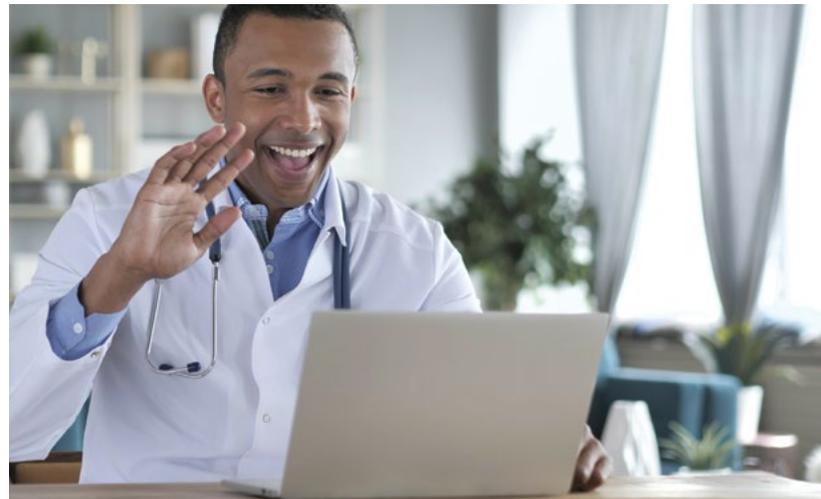


Your data is protected

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

Virtual visit: Treat your patients remotely, right from your EMR.

- Conduct video visits, access health information and update patient records simultaneously
- Secure solution integrated with your workflow, including video, audio and chat capabilities
- A powerful tool for ensuring continuity in patient care



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.

Customize commonly used clinical tools like patient record summary, clinical notes and electronic forms to meet your needs. Quickly locate all data in your patients' records by displaying the information boxes that are relevant to your practice.

Save time with templates to pre-populate forms, clinical notes, prescriptions, bills and more. Streamline your workflow with the ability to automate recurring clinical tasks.



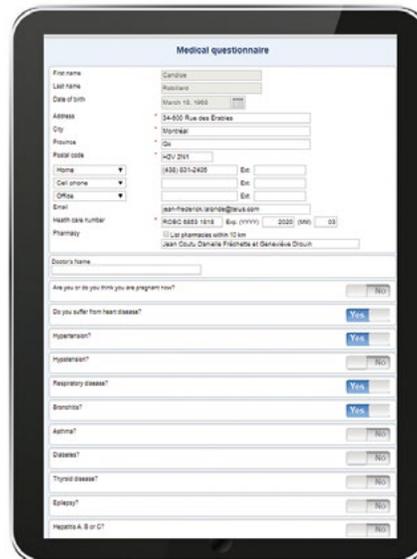
TELUS Health exclusive



Favourite feature

Pre-visit questionnaires: maximize patient encounters.

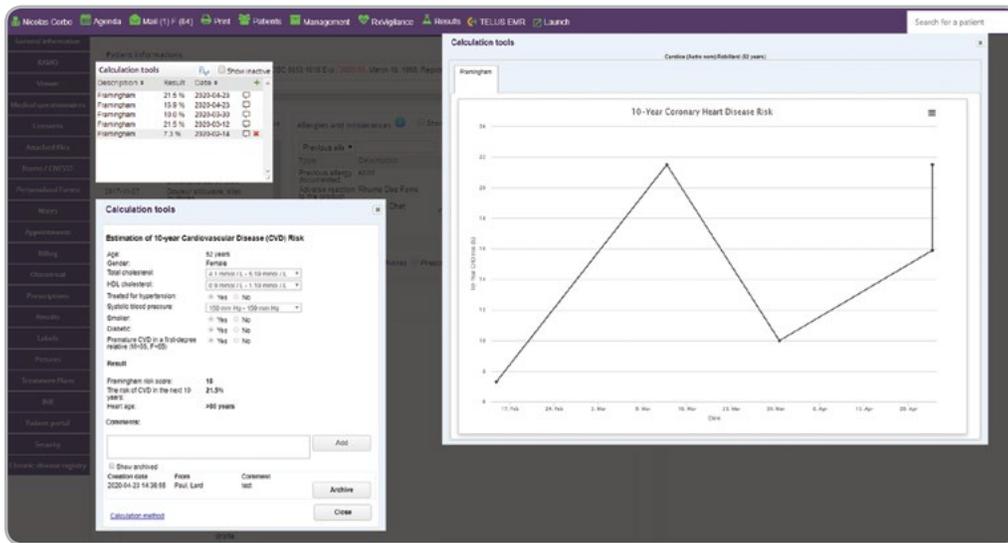
Customizable forms and questionnaires help you make the most of the time you spend with your patients. Gather information and medical histories, and pre-screen patients to reduce data entry, keep your EMR records current, and give healthcare teams the ability to focus on your patients' health.



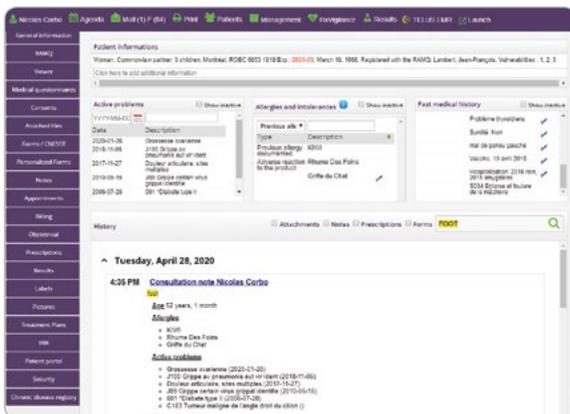


Monitor patient progress at a glance.

Medesync allows you to monitor patient progress based on specific tests. Grasp the essentials at a glance thanks to graphical representation, which helps you make informed decisions rapidly.



Intelligent search: Clinical information at your fingertips.



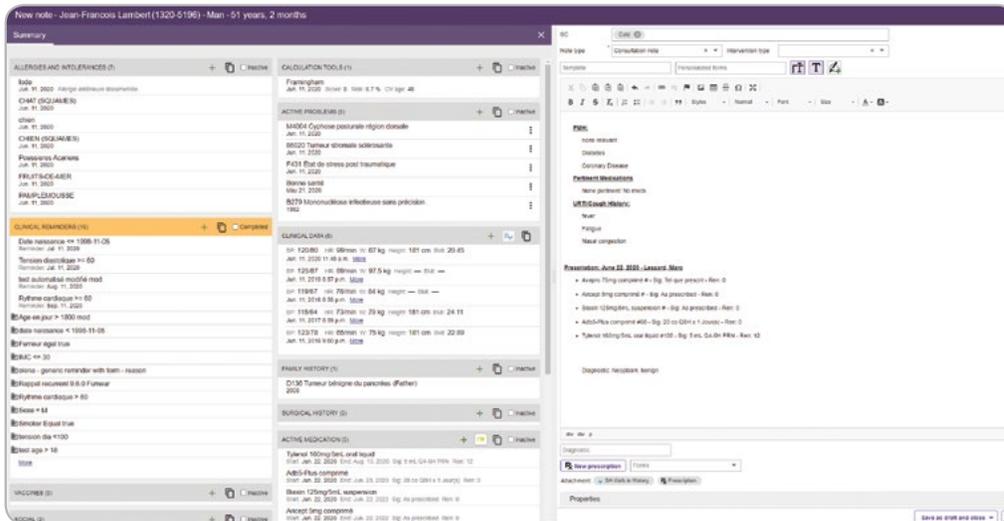
Quickly search your clinical notes based on pathologies, patient conditions, keywords, and other criteria. In just a few seconds, Medesync's powerful engine scans through customized forms and PDFs and presents clear, accurate results.

Advanced functionalities for general practitioners and specialists (cont.).



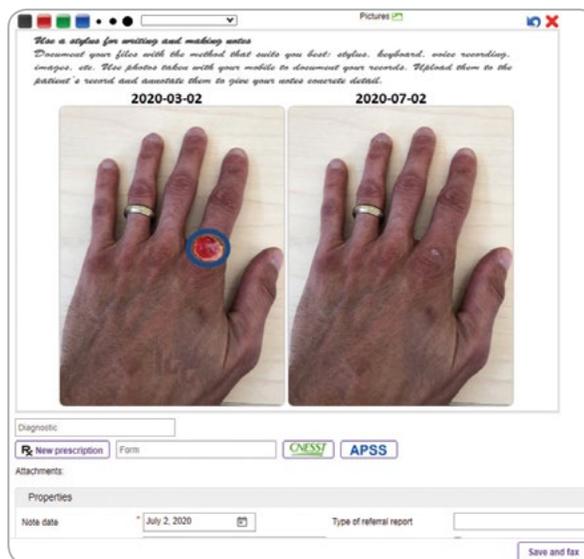
High-level view to write up your consults.

From one screen, consult your patient's summary and easily update it during an encounter (with photos, prescriptions, forms, CNESST reports, and APSS consult requests) to create a comprehensive note that explains your professional approach.



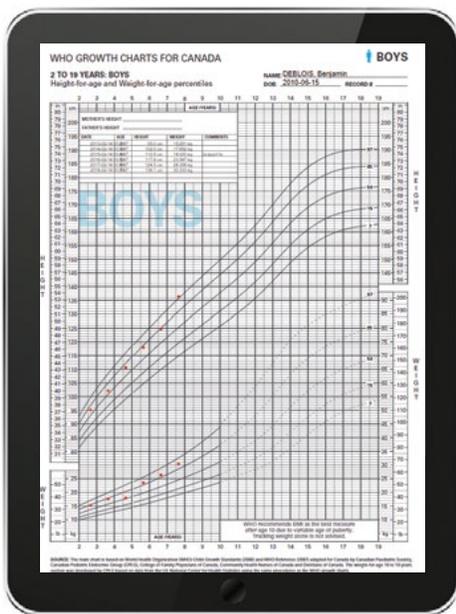
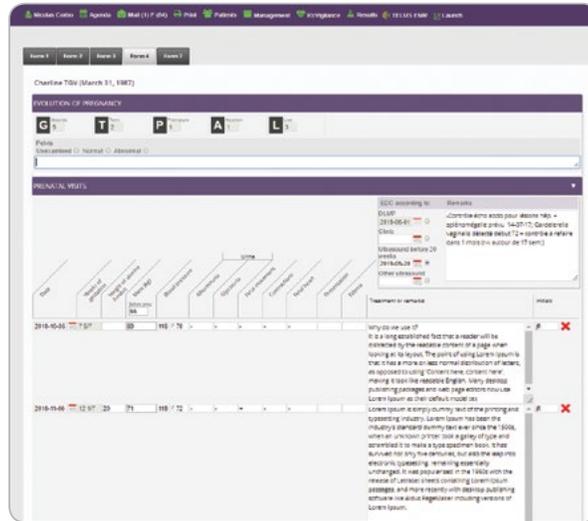
Enhanced clinical note-taking.

Capture clinical notes via stylus, keyboard, shortcuts, voice recognition, 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 the space available or note length. 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.



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. All pediatric forms are available.



Advanced functionalities for general practitioners and specialists (cont.).

Electronic prescriptions in just a few clicks.

Quickly locate medications and add favourites. Create prescription templates and models to prescribe various medications in a single step. Take advantage of convenient features like the display of the required clinical data (creatinine, weight, etc.), and pre-populated forms for exception drugs.

Medication name	Qty	Unit	Dosage	Duration	Renewal	Start date	End date		
Tyrosin 150mg compo-drs	1	co	4	Days	1 co Qd-04 PRR	12	May 17, 2024	Jun 6, 2023	
Actopren 200mg compo	2	co	QD	13	Days	2 tab QD PRR	12	May 17, 2024	November 2, 2023
Tyrosin 150mg compo-drs	1	co	4	Days	1 co Qd-04 PRR	20	May 17, 2024	July 6, 2023	
Pracac 200mg compo	1	comp	Daily	30	Days	1 comp once daily	20	May 17, 2024	June 11, 2021
Actopren 200mg compo	2	co	QD	13	Days	2 tab QD PRR	12	May 17, 2024	November 2, 2023
Pracac 200mg compo	1	co	Daily	30	Days	1 tab once daily AM	18	May 17, 2024	June 11, 2021
Lithicac 300mg tablet	3	co	30	Days	3 tab 1 D018	80	May 17, 2024	June 16, 2023	

Lab test results directly to your EMR.

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

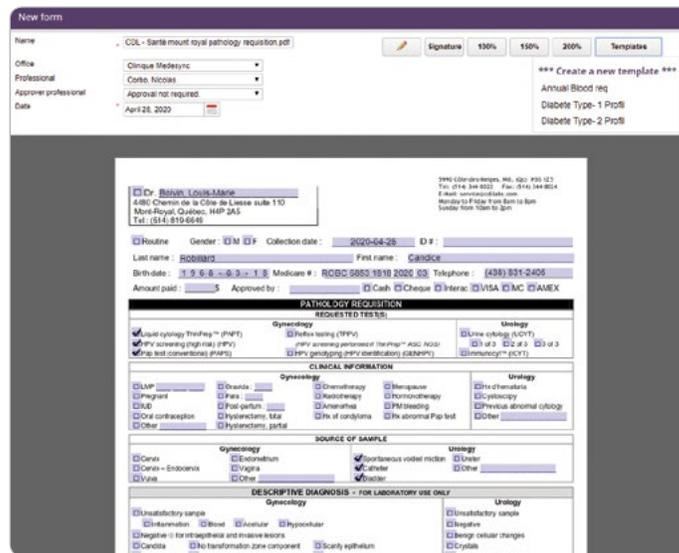
AR	Not assigned	Tablet, Louis-Marie	Dr. Corbis Nicolas	Dr. Nicolas Corbis	Prof. Corbis	Dr. Noelle Corbis	Larivière, Jean-François	Des, Marie-Françoise	Priority	Status
Date issued	Patient	Professional	Type of analysis							
May 26, 2020	BB-Mano2 Roucault	Corbis, Nicolas	Laboratory						Pending	✗
May 26, 2020	BB-Mano2 Roucault	Corbis, Nicolas	Laboratory						Pending	✗
May 26, 2020	BB-Mano2 Roucault	Corbis, Nicolas	Laboratory						Pending	✗
May 26, 2020	BB-Mano2 Roucault	Corbis, Nicolas	Laboratory						Pending	✗
May 22, 2020	Corbis Julie	Corbis, Nicolas	Laboratory	TSN (apomorphe thyroïdienne)					Pending	✗
May 22, 2020	Corbis Julie	Corbis, Nicolas	Laboratory	Cholestérol - HDL					Pending	✗
May 18, 2020	\$Blaisten Laroche	Corbis, Nicolas	Laboratory						Pending	✗
April 21, 2022	\$Blaisten Laroche	Corbis, Nicolas	Laboratory	PTH (apomorphe parathyroïdienne)					Pending	✗
April 21, 2022	\$Blaisten Laroche	Corbis, Nicolas	Laboratory	PTH (apomorphe folliculo-stimulante)					Pending	✗
April 21, 2022	\$Blaisten Laroche	Corbis, Nicolas	Laboratory	Par (capacité de fixation) (TIBC ou TIBC)					Pending	✗



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

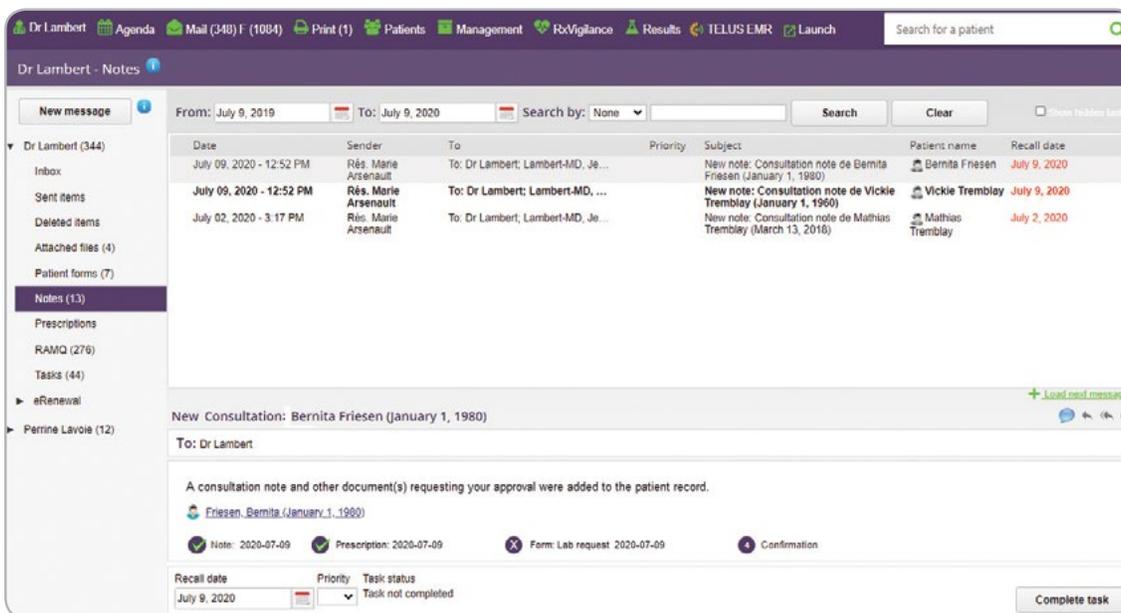
Clinical forms to use and customize.

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.



Date	Sender	To	Priority	Subject	Patient name	Recall date
July 09, 2020 - 12:52 PM	Rés. Marie Arseneault	To: Dr Lambert; Lambert-MD, Je...		New note: Consultation note de Bernita Friesen (January 1, 1980)	Bernita Friesen	July 9, 2020
July 09, 2020 - 12:52 PM	Rés. Marie Arseneault	To: Dr Lambert; Lambert-MD, Je...		New note: Consultation note de Vickie Tremblay (January 1, 1960)	Vickie Tremblay	July 9, 2020
July 02, 2020 - 3:17 PM	Rés. Marie Arseneault	To: Dr Lambert; Lambert-MD, Je...		New note: Consultation note de Mathias Tremblay (March 13, 2016)	Mathias Tremblay	July 2, 2020

New Consultation: Bernita Friesen (January 1, 1980)

To: Dr Lambert

A consultation note and other document(s) requesting your approval were added to the patient record.

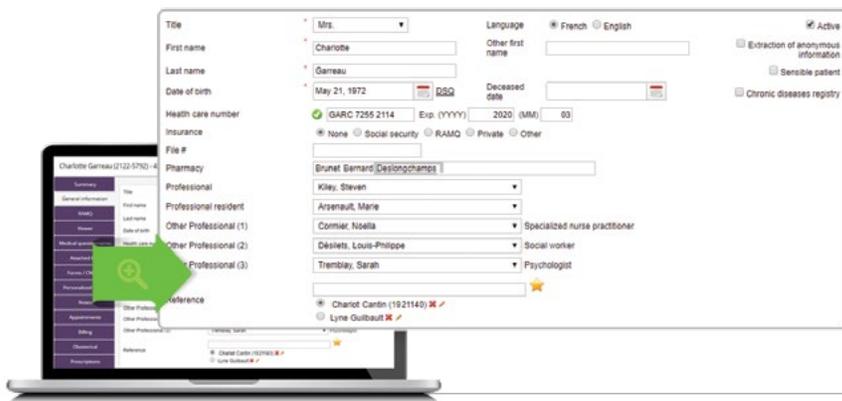
[Friesen, Bernita \(January 1, 1980\)](#)

Note: 2020-07-09 Prescription: 2020-07-09 Form: Lab request 2020-07-09 Confirmation

Recall date: July 9, 2020 Priority: Task status: Task not completed

[Complete task](#)

Advanced functionalities for general practitioners and specialists (cont.).



Synchronization with RAMQ: No more duplicates or errors.

Reduce duplicate data input and errors. Retrieve the patient's data – full name and health insurance number – from the RAMQ database, and accelerate appointment creation.



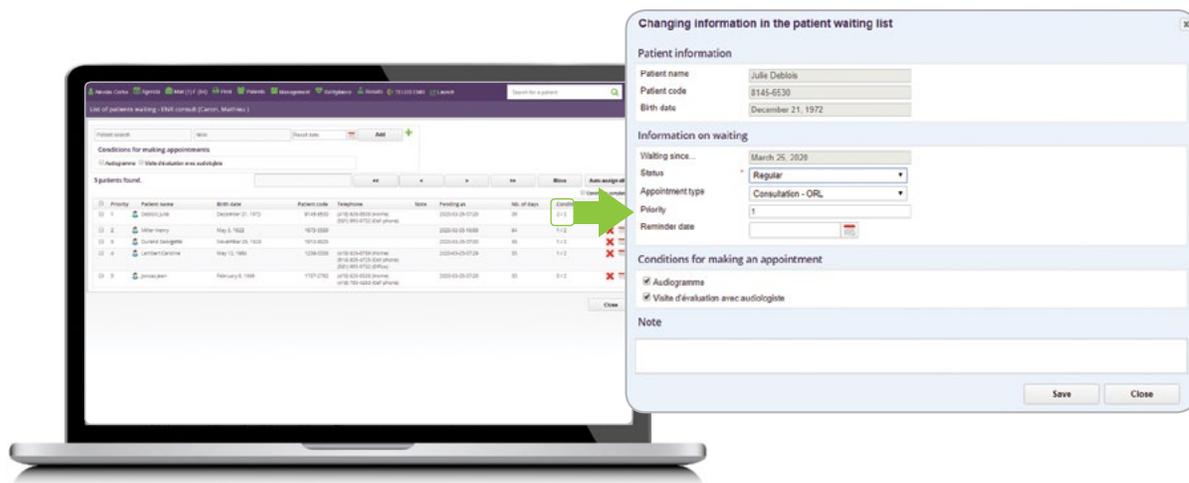
TELUS Health exclusive



Favourite feature

Waitlist management: Optimized and automated.

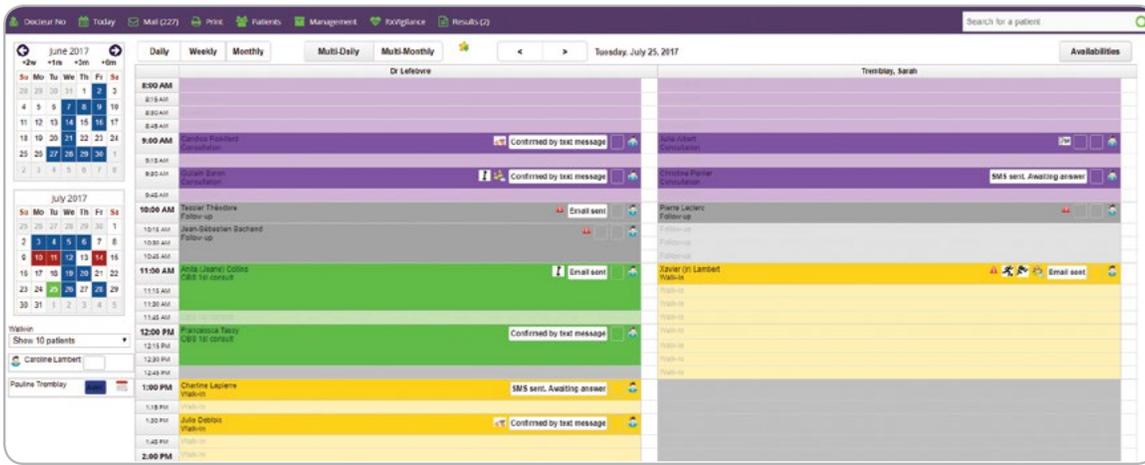
Manage your waiting lists efficiently with automatic appointment assignment. Define the required criteria to plan a consult with a specialist. Help make your patients' lives easier and prevent no-shows and misunderstandings with automatic appointment confirmations and reminders.



Calendar display: Simplified appointment scheduling.

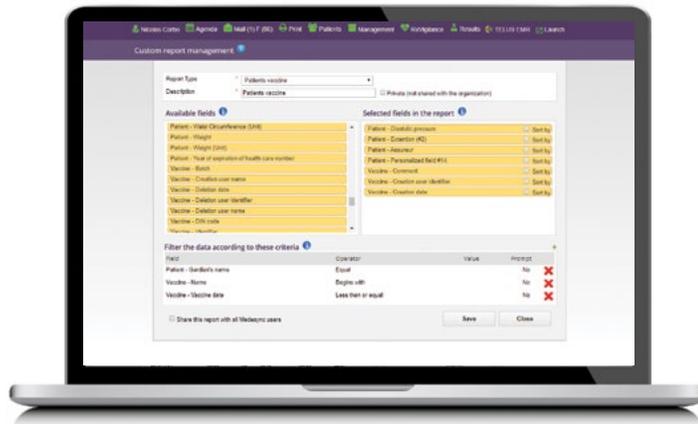
Customize your calendar display and access all clinicians' schedules on a single screen. Quickly find open slots with availability search.

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

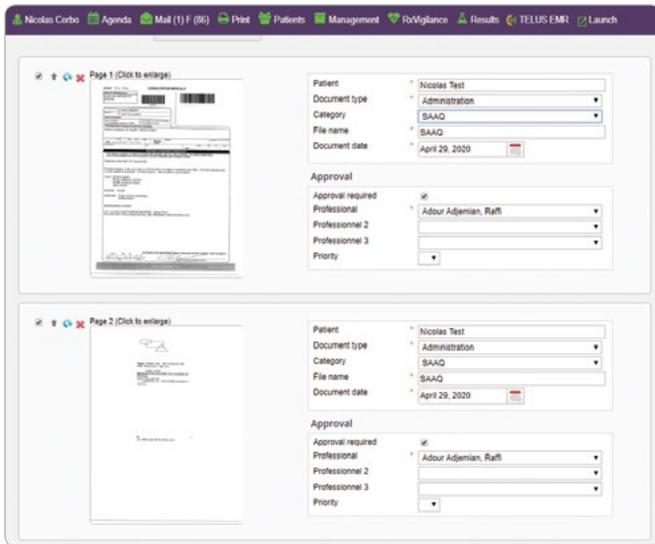


High-quality data from customized reports.

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.



Advanced functionalities for general practitioners and specialists (cont.).



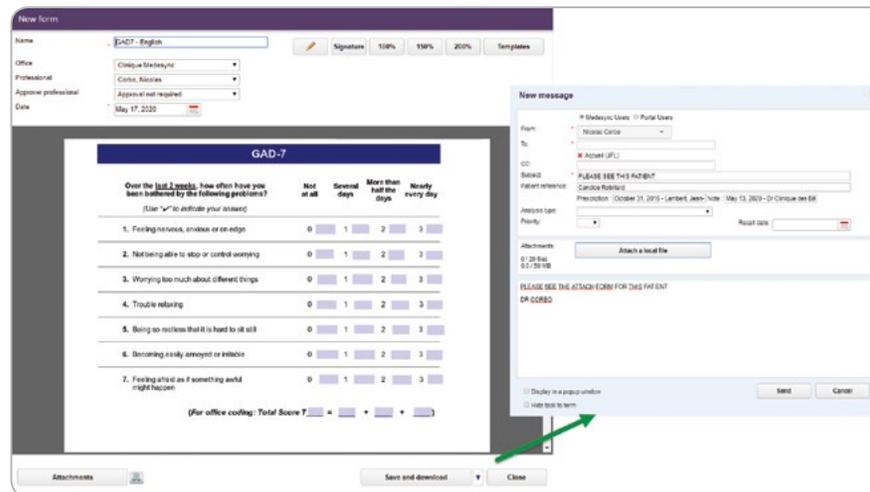
Favourite feature

Your digital clinic.

Scan all of 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.

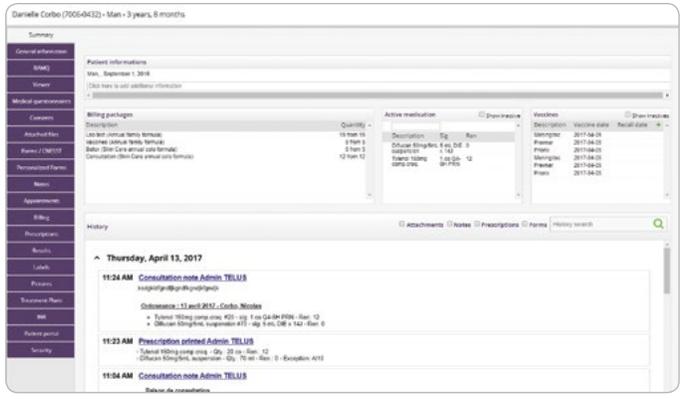
Automate tasks and reminders so nothing gets overlooked: important patient follow-ups, forms to be filled out on a specific issue, missed patient appointments and more.





Billing package management.

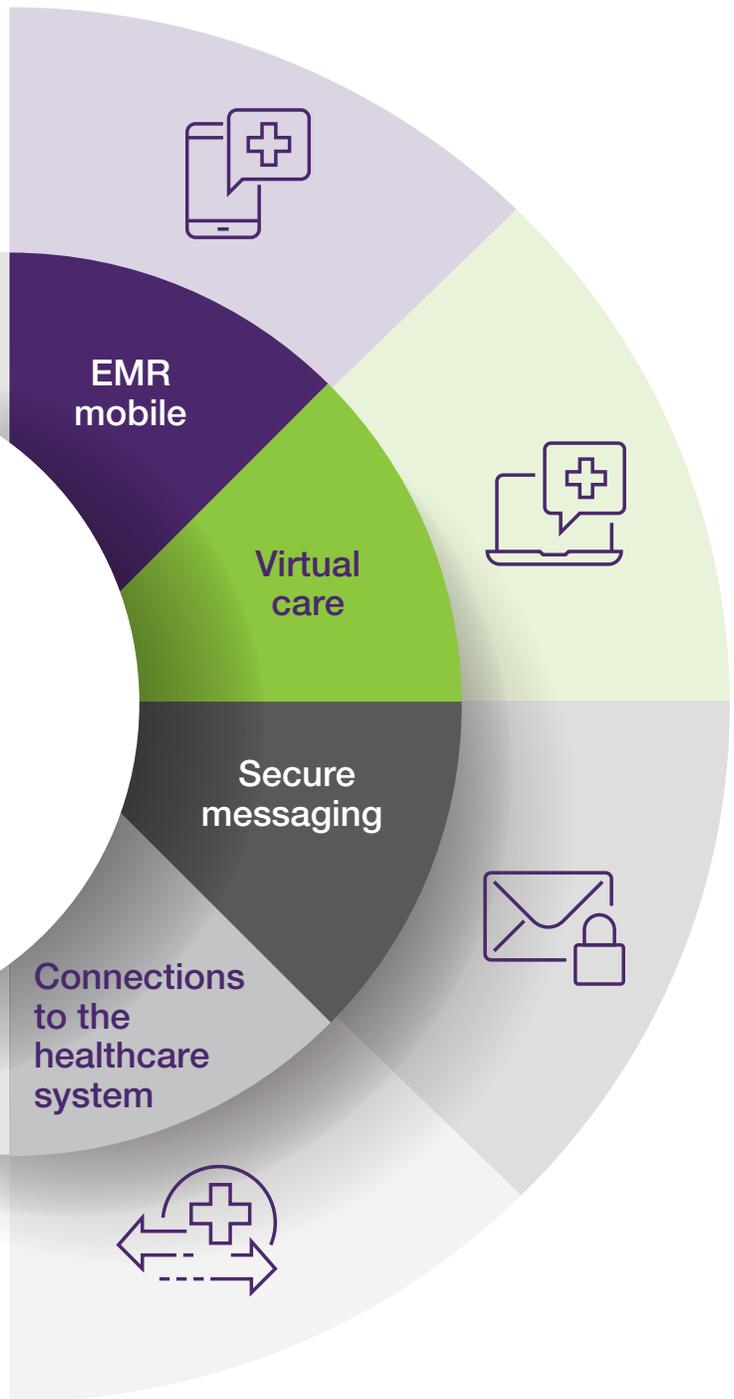
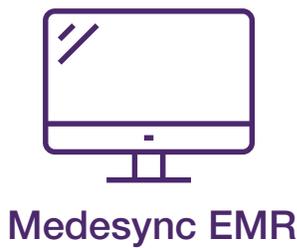
Medesync has the flexibility to enable private clinics to efficiently manage the billing associated with their various packages. Define the services included in packages and identify which patients can use them, create product codes, or track the number of services used in each package in real time. Your services, follow-ups, package management and invoicing are all integrated into your EMR.



- Create product codes either by package or à la carte
- Produce customized reports from billing data
- Produce simple accounting reports
- Email bills to patients

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 functionalities. Seamlessly integrated into your workflow, these tools help streamline administrative tasks, improve your efficiency and support your patients.





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

Patient portal

- Online appointment scheduling
- Automated reminders
- One-way messaging
- External notifications about additions to the portal
- Transfer files and forms
- Prescription renewal requests
- Update demographic data
- Group communications

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 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

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.

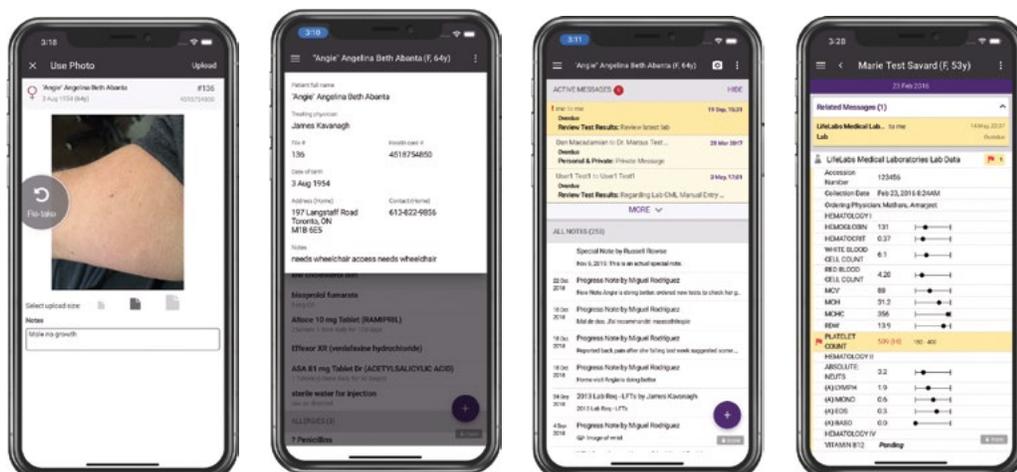
- Consult the results of diagnostic tests wherever you are: at the hospital, with a patient or at home. Abnormal results are displayed clearly so you can address them quickly.
- Access your patients' records: summary, previous clinical notes and results of diagnostic tests.

Functionalities to help keep you efficient.

- Consult your schedule so you can plan your day and assign tasks to nursing and administrative staff based on the diagnostic test results received.
- Access your messages anytime.
- Document patient symptoms by taking pictures with your smartphone or tablet. Annotate them and upload them to their file. No data is stored on your device.

User-friendly interface to work seamlessly.

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





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
- Observe the patient's respiratory profile, body language and physical 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



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



MedDialog: Secure communication between healthcare professionals.

Exchange secure messages containing attachments and electronic faxes with healthcare professionals outside your clinic from your Medesync EMR.

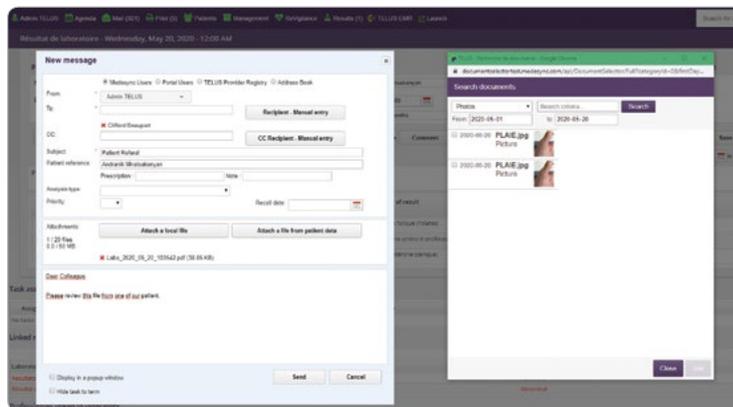
- Use eFaxes to send prescriptions to pharmacies
- Request medical opinions
- Send requests for paramedical consults
- Share diagnostic test results and other documents

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.



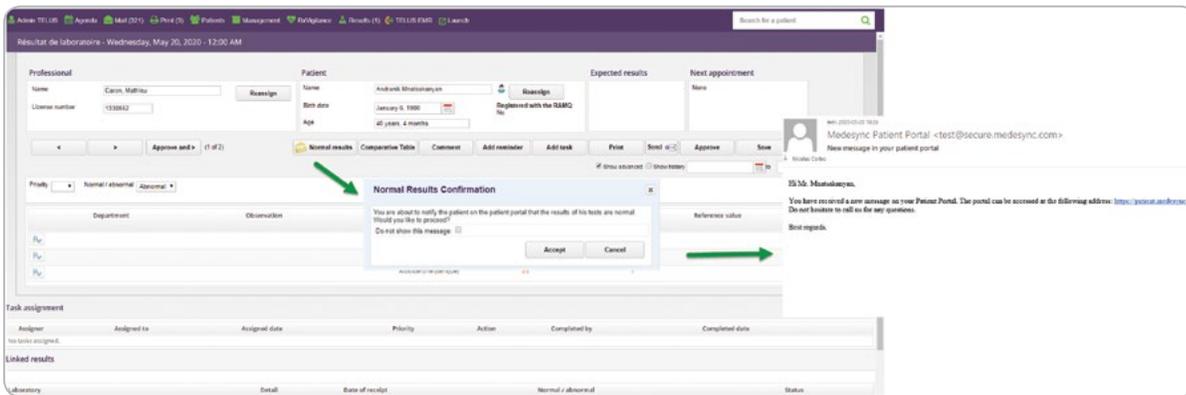


Medesync patient portal.

The Medesync patient portal allows you to communicate with your patients, provide them access to their test results, and streamline some processes with online appointment scheduling or one-way messaging and forms, as well as prescription renewals.

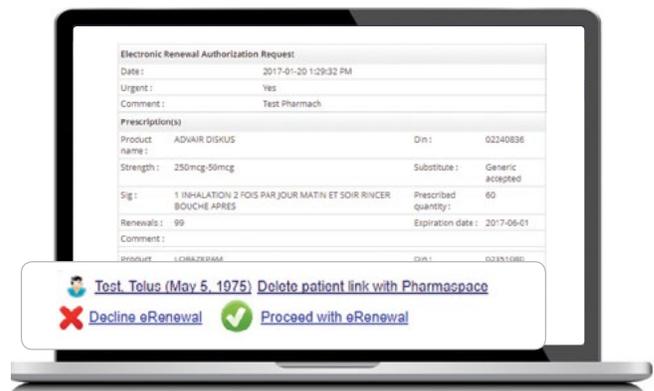
Group communications.

Engage your patients. Send personalized, one-on-one messages or communicate with groups of patients to send professional announcements, important reminders or information on health education programs.



eRenewal: Electronic prescription renewal.

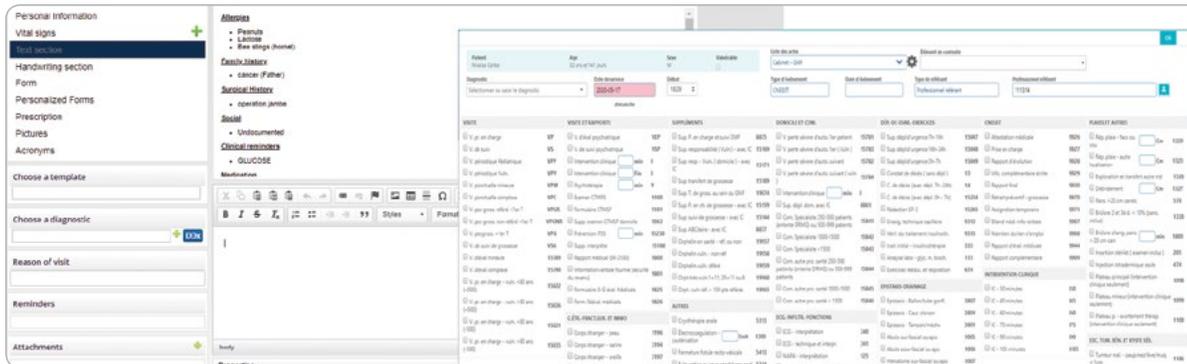
eRenewal is an EMR-integrated tool that makes it easy to receive and process prescription renewal requests from pharmacists. You can accept or refuse renewal requests from within your EMR with just one click. Reduce renewal times and limit phone calls, faxes, manual data entry and transcription errors,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





Fast, efficient and integrated medical billing.

Integrated medical billing allows you to easily retrieve data from your EMR and send electronic bills to the RAMQ or your agency. The electronic billing code selection and automated patient data population features save time, reduce the potential for missing data and help minimize errors.



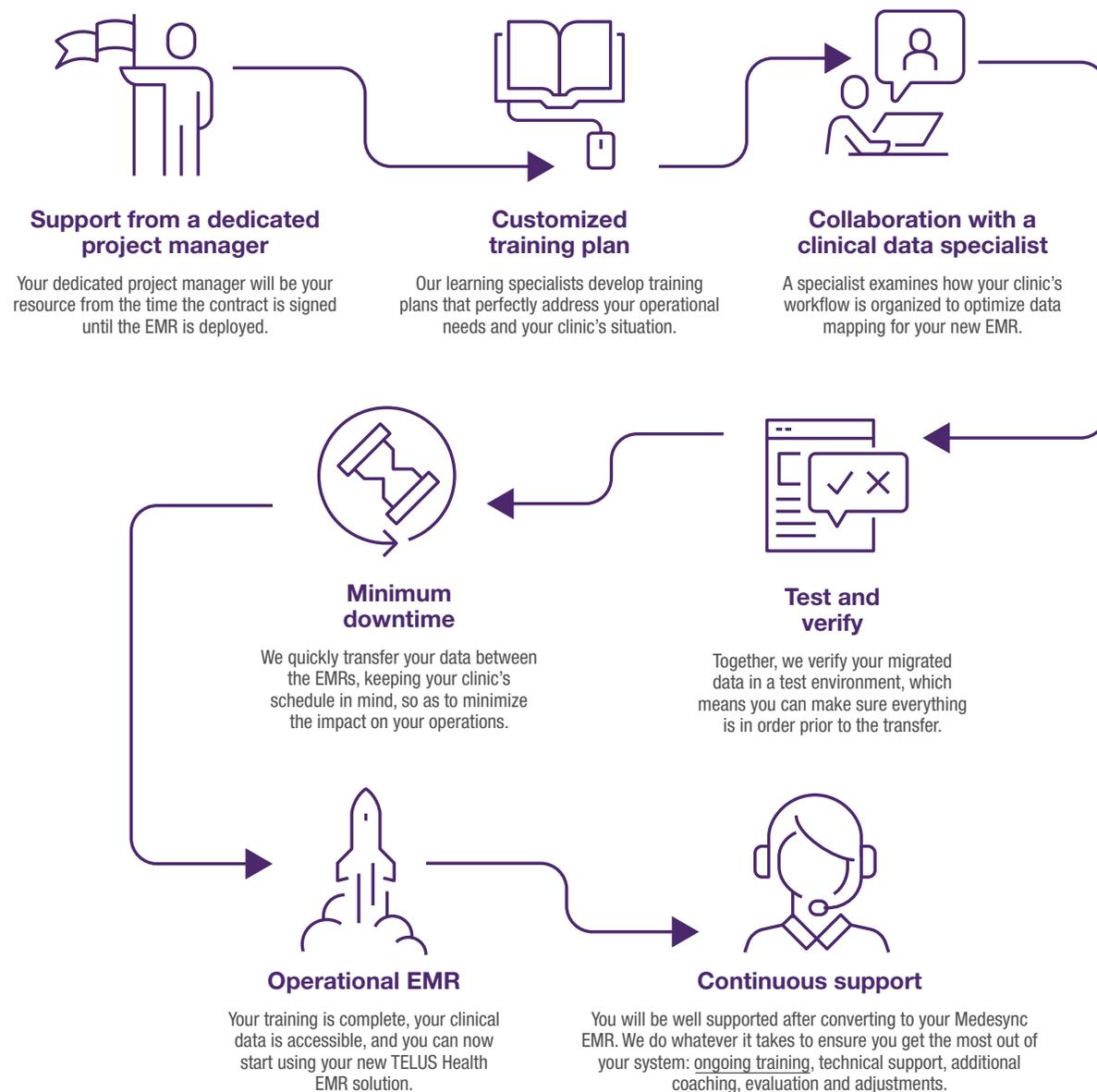
Online appointment scheduling: A definite administrative asset.

Make your clinic more accessible while increasing efficiency with online appointment scheduling. Enhance your patients' experience and put them in charge of scheduling and managing their own appointments - at a time that is convenient for them. The results are fewer incoming calls, less demand on administration, and more time to focus on your patients.

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.





Contact us

1-877-570-5581 | telushealth.com/medesync | ventesdme@telus.com