



## *memorandum*

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To: IM/IT Health Information Services, Health Records Employees

From: Linda Plummer, director, IM/IT Health Information Services

Date: December 11, 2020

Message: IM/IT Health Information Services Update – Scanning and Archiving

To support enhanced patient care and manage our resources more effectively, we are planning changes to our service delivery model.

Following a thorough review of our current situation and alternatives, a decision has been made to shift our scanning and archiving service to an external vendor. At this time, we have not entered into an agreement with the vendor. This decision is based on image quality, capacity and financial savings, which may be reinvested into direct patient care.

As a member of our Health Records team, you will be directly affected by this change. The impacted staff are in roles pertaining to health records clerical (e.g. Clerk typist, Clerk B, Health Record clerk, Health Information clerk). We expect that most, if not all those affected by this decision will be re-assigned primarily through existing vacancies, either within the HIS team or similar roles within their facility or geographic location. Temporary roles in this same classification will be held across our organization to support the placement of permanent staff as a result of this change.

The planning of this project will take approximately six months. In spring 2021, all local scanning will stop at local sites and be couriered to Halifax where the vendor is located. The vendor will begin scanning documents at this time. There will be one centralized, 24/7 NSH Health Records at the Dickson site that will receive the paper records and prepare them for scanning. It will also be the main contact for all health record requests such as circle of care release of information. More details will be available soon regarding the remaining roles and processes of NSH Health Records.

Affected employees will receive letters with details about alternative opportunities that are available. Staff will not have to reapply to alternate positions and we will follow collective agreement throughout this process. Nova Scotia Health is working in consultation with the Unions to minimize and mitigate the impacts on affected employees.

We have held information sessions to announce this business practice change. I want to thank everyone for attending one of these five sessions and for the questions and feedback provided.

We are developing an FAQ document, which we will share with you in the coming weeks to help answer some of your questions. Individual specific inquiries will be addressed as we



move through this process as details become available and we have further discussions with human resources and union representatives.

I understand this is difficult news as you are directly affected by this change. We are committed to providing you with regular updates and additional details as they become available. If you are currently on leave from your role, please ensure that your manager or supervisor has an alternate way to share these updates with you (e.g. personal email). In the meantime, please continue to email your questions to [HISQuestions@nshealth.ca](mailto:HISQuestions@nshealth.ca).

If you require additional support during this process, please reach out to our Employee and Family Assistance Program (EFAP) at either 1.800.461.5558 or [workhealthlife.com](http://workhealthlife.com).