

# Health Report Manager (HRM): Information for Family Physicians

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The HRM® platform delivers patient health reports from hospitals and specialty clinics to community clinicians across Ontario. Work is ongoing to enhance the functionality of HRM and reduce the administrative burden on family physicians.

Below are two actions you can take right now to reduce inbox volume and better control how reports are delivered through HRM:

- ❑ Stop eNotifications
- ❑ Stop faxed duplicates of HRM reports

For technical support and to get more information about HRM initiatives: [support@ontariomd.com](mailto:support@ontariomd.com).

## Practical Things You Can Do Right Now to Reduce Your Report Volumes Through HRM

*“Did you know?” The tasks below can also be implemented by admin staff on behalf of an individual physician or group of physicians within the clinic.*



## How to Stop eNotifications



An eNotification is a near real-time alert sent through HRM from participating hospitals to notify you when your patient is admitted, discharged, or seen in the ER, with no clinical data.

To stop receiving eNotifications, follow the steps below:

1. Complete the [Expression of Interest form](#). Your name, license number and email address are required. The email address must be specific to the clinician making the request.
2. Watch for an email from [support@ontariomd.com](mailto:support@ontariomd.com) requesting verification of your request. If you do not receive this email within 10 business days, please reach out to [support@ontariomd.com](mailto:support@ontariomd.com).
3. You will receive email confirmation that eNotifications have been stopped once your request has been processed.

## Other Initiatives in Development

Broader work is also underway at the hospital level to further reduce report volumes and improve your HRM experience. Among them: eliminating faxes when HRM reports are sent; and reducing the volume of draft/preliminary reports by implementing delay of several hours for sending certain types of reports (ER notes, discharge summaries, specialist consultation notes).

**[Learn more about the HRM Improvement Recommendations and the related work of the HRM Improvement Recommendations Advisory Committee.](#)**

Ontario College of  
Family Physicians



## How to Stop Faxed Copies of Your HRM Reports

Contact each HRM sending facility to stop faxed copies of your HRM reports. Here are the steps to take:

1. Visit OMD's [Sending Facilities webpage](#) to locate each site that sends you reports by fax. Locate the sending facility using the "search" function. You may also filter by LHIN or region or scroll through the list.
2. Get Stop-Paper Instructions.
  - a. Look for the **green ( + ) icon** next to the facility name
  - b. Click the **green ( + )** to find:
    - i. Stop-paper instructions
    - ii. Contact email or phone number
    - iii. Any special requirements

Contact [support@ontariomd.com](mailto:support@ontariomd.com) if you encounter issues in reaching your sending facilities.

3. Draft one email to all your relevant sending facilities, give them your name and CPSO/CNO number and request to stop faxed copies of your HRM reports. [Please refer to this email template.](#)



**Reminder:** The tasks above can also be implemented by admin staff on behalf of an individual physician or group of physicians within the clinic.

