

## **FAQ : Searching For, Using and Managing Forms in Med Access (Sept 2025)**

**Important tips for ensuring you have the current, most efficient version of provincial forms.**

**How do I know when there are new/updated Nova Scotia forms available?**

*New forms are communicated to Med Access users through several channels, including:*

- [\*Telus EMR Messenger\*](#)
- [\*Doctors NS newsletters\*](#)
- [\*Nova Scotia Health Practice Support Program\*](#)
- [\*Nova Scotia Provider Digital Health Toolkit\*](#)

**How do I search for / favorite an existing form for use in my EMR instance?**

[Nova Scotia electronic forms \(mapped forms\)](#)

[Managing your favourite electronic forms \(mapped forms\)](#)

**How do I find a form once it's been favorited?**

[Understanding form categories in Med Access](#)

[Using electronic forms \(ordering labs and investigations\)](#)

[Using your favourite requisition forms](#)

[Using non-favourite forms](#)

**If a form is updated in the form repository, do I need to favorite it again?**

If you previously favorited a form, the next update of that form will be updated for you automatically. However, if you created a copy of the form, then you will need to remove the form from your local instance and ensure you favorite the most recent version from the forms repository. If you created customized copies of the form, they would need to be re-created each time the form is updated.

**I can't locate a Nova Scotia provincial form, should I add it myself?**

*Although users can create and publish their own forms in Med Access, **end users are strongly encouraged to refrain from uploading copies of NS Provincial Forms to their local EMR instances or to the global EMR form repositories, this creates duplicate versions that are not approved, optimized or kept updated.** Unauthorized copies will be removed - if you believe a NS Provincial Form is missing or outdated in the EMR, please contact [emrcertification@novascotia.ca](mailto:emrcertification@novascotia.ca).*

*The EIS Program will work with the form owner to have it added in Med Access and Accuro.*

### **How do I manage my list of previously favorited/downloaded forms?**

- *We encourage all users to take some time to review the forms they've locally downloaded / favorited in Med Access. If you haven't done this before, the initial review may take a bit of time—but once completed, ongoing monthly maintenance will only take a few minutes.*
- *Staying on top of updates helps ensure you're always using the most current, optimized, accurate forms and keeps your workflow clean and efficient — ultimately helping to reduce physician burden and streamline patient encounters.*
- *It may help to assign one person, such as a support staff member, in your clinic to monitor communications regarding updated Nova Scotia provincial forms rather than each individual user taking on this responsibility.*
- *When downloading a copy of Nova Scotia provincial forms, users should avoid renaming them as it breaks the favorite link with the form repository. Changing form names can also lead to confusion, create unintentional duplicates, and make it difficult to identify the correct version.*

*Forms in Med Access use a standard naming convention: **\*Type of form: Form Name – Facility (Territory)**, which helps ensure consistency and easy identification. The star at the beginning indicates a system form (a form published by Telus) for easy identification while applying to a chart.*

*(Note: the “Updated” dates in template management do not accurately reflect when the form was last updated).*

- *Some users create copies of forms for frequently ordered tests (such as laboratory requisitions). Although this is a convenient feature that saves time, it is important to remember that if the form receives an update in the form repository, these customized copies will not be updated and will need to be deleted/re-created after favoriting the most up to date version of the form.*