January 2018
LHIN Report

February 2018

Contents

Empowered Practices. Enhanced Care.

1. Executive Notes for January

OntarioMD appreciates your comments on this report and we welcome your ongoing feedback so that we can continue to deliver value in reporting relevant content.

Privacy and Security Training
OntarioMD launched online Privacy and Security Training Module last month and interest among physician practices and stakeholders is increasing as they view the module as a comprehensive and convenient way to consume training on privacy legislation, and how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OntarioMD is now in discussions with health care organizations that are considering how the training would support a broader clinician base We welcome your interest in how the tool may serve your needs.

Service Desk Support for HRM
OntarioMD smoothly transitioned support for HRM to the OntarioMD Service Desk from the eHealth Ontario Service Desk on January 29, 2018. Users now have one main contact to open a ticket and track the status of their ticket. They are also experiencing quicker response and resolution times.

Supporting Our Partners
OntarioMD has entered into an Agreement (TPA) with eHealth Ontario to support Toronto Central (TC) LHIN and eHealth Ontario to deliver the Provider Secure Communication Package (which includes ONE® Mail, ONE ID and ConnectingOntario Viewer) to primary care physicians in the TC LHIN area and to the four Northern and Eastern Region (NER) LHINs, specifically, the South East, Champlain, North East and North West LHINs. The ConnectingOntario Viewer is eagerly anticipated in some of the more remote areas of Ontario, and OntarioMD is already fielding requests from physicians interested in participating. TC LHIN onboarding has already begun, and kick-off /planning meetings with each of the four NER LHINs have begun and will continue into February 2018.

OntarioMD and Ontario Telemedicine Network
Work on the next phase of Provincial eConsult Program and the new Enhanced Access to Primary Care (EAPC) series of pilots is underway following the new agreement between OntarioMD and the Ontario Telemedicine Network (OTN). OntarioMD is providing physicians with access to digital health services using a partnered approach that bundles multiple digital health offerings into a single engagement, which is more efficient and convenient for physician practices.

In addition to delivering access to OTN's eConsult, OntarioMD is delivering comprehensive change management and adoption support, EMR integration, privacy and security training, reporting and analytics on behalf of the Provincial eConsult Program.

OntarioMD is also supporting the Enhanced Access to Primary Care (EAPC) series of pilots aimed at enhancing patient access to primary care. This service is offered by OTN, in partnership with Ontario's

Local Health Integration Networks (LHINs). The service allows patients to initiate a request for a virtual visit, or eVisit, with a primary care provider through a user-friendly online platform. OntarioMD is delivering change management and adoption support, and an assessment to investigate opportunities for EMR integration with the platform. OntarioMD's Health Report Manager (HRM) will be leveraged to ensure that documentation related to eVisits will be shared with patients' primary care providers through their EMRs to ensure they are aware of these virtual visits.

OntarioMD Events
Our 'On the Road with OntarioMD' regional educational seminars resumed in 2018. The first one of the year took place on January 17 in Kingston followed by the seminar in Kitchener-Waterloo on January 31. Spaces are limited to 40 to 50 physicians and their staff and each seminar has had a capacity audience. The seminars offer one hour of didactic learning, which is currently focused on Partnered Efforts in Safe Opioid Prescribing. The presentation is then followed by small group learning with Peer Leaders who use the same EMRs as the attendees. Attendee feedback has been excellent and physicians and their staff value the Peer Leader presentation and the time they get to spend with the Peer Leader at the table discussions. The sessions are CME-accredited by the College of Family Physicians of Canada's Ontario Chapter for two hours of Mainpro+ credits.

During 'On the Road' events, attendees can request enrolment in OntarioMD products and services as well as ONE® ID. The next seminars will be in Toronto on February 7 and in Ancaster on March 7.

Early bird registration for the April 12 EMR: Every Step Conference in London is open until March 1. The conference attracts approximately 200 physicians and their staff and a full house of exhibitors. Stakeholders are welcome to view the agenda and register to attend at https://www.ontariomd.ca/about-us/events/emr-every-step-conference-london-2018.

Registration is also open for the EMR: Every Step Conference in Toronto on September 27 at https://www.ontariomd.ca/pages/emr-every-step-conference---toronto-2018.aspx. The Toronto conference has attracted close to 1,000 attendees over the years. The Call for Abstracts for the Toronto conference will be announced later this year. We invite all stakeholders to attend our EMR: Every Step Conferences

OntarioMD would also be pleased to speak at, or exhibit at, events hosted by the LHINs and other stakeholders.

2. Introduction

The purpose of this report is to provide OntarioMD's partners and stakeholders with a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified EMRs and other digital health services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become more proficient EMR users, OntarioMD helps realize the clinical value and full potential of EMRs to enhance patient care and enable even more widespread health system benefits. EMRs are an important foundation for realizing the provincial vision for a comprehensive electronic health record (EHR) for all Ontarians.

3. OntarioMD and Local Health Integration Networks

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD works closely, and in partnership, with other health care organizations across the province, including the 14 Local Health Integration Networks (LHINs).

Our regional Practice Advisors take an integrated approach to working with physician practices, bundling products and change management services on behalf of the LHINs for efficient visits to practices. This reduces multiple touchpoints to the physician office and streamlines training and on-boarding so the physicians can spend less time on administration and more time on patient care.

What We Do

- Connect physician practices in Ontario to provincial applications that inform clinical decisions, such as OntarioMD's Health Report Manager (HRM), eNotifications, the EMR Physician Dashboard, eConsult and the Ontario Laboratories Information System (OLIS). We are also starting to deploy the ConnectingOntario Viewer, as well as ONE® Mail and ONE ID services, on behalf of eHealth Ontario and many LHINs.

- Provide physicians with advice, guidance and EMR practice enhancement support to optimize their EMR use through experienced Practice Advisors located across Ontario, the EMR Practice Enhancement Program (EPEP) and the Peer Leader Program.

- Deliver a trusted EMR certification and vendor management program that assesses, monitors and manages EMR vendors and their products for compliance with the Ontario EMR Specifications providing assurance to physicians that their EMRs meet their needs.

4. OntarioMD Products and Services

OntarioMD products and services are provincial digital health assets aligned to the Patients First: Digital Health Strategy in support of the health system transformation described in Ontario's *Patients First: Action Plan for Health Care*. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports the Digital Health Strategy:

- Enhance access to health information and services
- Strengthen quality, effectiveness and accountability
- Stimulate innovation and growth

OntarioMD receives funding from the Ministry of Health and Long-Term Care (MOHLTC), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs and care they provide to patients.

CLIENT SERVICES
AND ENGAGEMENT

OntarioMD Practice Advisors work closely with physician practices to address their needs and enable them to enhance clinical value through technology. They assist practices to successfully navigate enrolment, onboarding and deployment processes, including completing subscription agreements for products such as Health Report Manager (HRM). They work with EMR vendors when necessary to facilitate connectivity, educate on functionality and to advocate when issues arise; all to ensure optimized use of the EMR.

With partner LHINs, Practice Advisors work to ensure the efficient delivery of products and services that meet regional needs and provincial priorities.

Practice Advisors work locally in all LHINs and provide change management services to integrate physician practices with new digital health solutions that provide immediate clinical value. They support physicians and their staff through the EMR Practice Enhancement Program (EPEP) to develop step-by-step advice and plans, tools and techniques based on the specific needs of patients and the practice. Their knowledge and expertise lead to improvements in practice efficiency and a better experience for patients and practice staff.

Some of the top examples of how Practice Advisors have helped practices include change management strategies for improving:

- Data standardization, quality and integrity
- Preventive care

- Internal workflow processes to enhance the patient experience
- Communications, etc.

In addition to the many improvements Practice Advisors can facilitate, they have also shared their experience in using EMRs to:

- Manage chronic diseases
- Eliminate appointment backlogs
- Manage documents
- Conduct effective queries, and much more.

EMR PRACTICE ENHANCEMENT PROGRAM

The EMR Practice Enhancement Program (EPEP) is a provincial change management service designed to help physicians enhance their EMR skills and efficiency, to improve clinical and practice outcomes. No matter the current level of EMR skill, EPEP offers a current state analysis of EMR use, practice workflow and data quality to help physicians move beyond data capture and use information to improve patient care and practice efficiency to a desired level of EMR maturity.

EPEP is based on OntarioMD's [EMR Maturity Model](), an evidence-based framework for measuring, understanding and enhancing EMR use. The program provides hands-on support from Practice Advisors, who are expert EMR users, to create an enhancement plan, enriched with quality improvement methodology, that reflects unique practice priorities, leading to improved workflow, efficiency and patient care.

To get started with EPEP, physicians are encouraged to complete an [EMR Progress Assessment (EPA),]() which is designed to help physicians identify their current EMR skill level and areas in which they would like to improve. Email **epep@ontariomd.com** for more information or to request a consultation.

PEER LEADER PROGRAM

OntarioMD's Peer Leader Program is a regional network of physicians, nurses and clinic managers across the province who are expert users of OntarioMD-certified EMRs. They support physician practices to realize increasing clinical value from their EMRs. The Peer Leader Program has been primarily funded by Canada Health Infoway.

Peer Leaders provide consulting services to physician practices that can lead to more efficient EMR use and workflow, optimization of existing EMR functions and access to additional ones, improved clinical decision support, and much more. They also provide guidance to OntarioMD on physician practice perspectives and priorities with regards to the development of innovation and enhancements to current OntarioMD programs. Peer Leaders are highly skilled thinkers in advanced EMR use, moving health system policy to practice, and quality improvement.

Contact **peer.leader.program@ontariomd.com** to request a Peer Leader. Peer Leaders are also available at OntarioMD's EMR: Every Step Conferences, our On the Road with OntarioMD educational seminars, and other regional events to meet one-on-one with attendees.

Health Report Manager (HRM) is an award-winning digital health solution developed by OntarioMD. It improves communication among health care providers by enabling physicians and practices using an OntarioMD-certified electronic medical record (EMR) to securely receive patient reports electronically from hospitals and other health care facilities directly into their EMRs. By eliminating paper reports, HRM makes report delivery safer and more secure while saving time and money for both hospitals and specialty facilities that send reports as well as the physician practices that receive them.

Thousands of physicians in the 14 LHINs across Ontario are now receiving reports, eNotifications and Ontario Telemedicine Network telehomecare reports, benefitting from the security, scalability, ease, and speed of HRM report delivery to follow up with their patients and continue appropriate treatment. In LHINs 13 and 14, clinicians are transitioning from the Physician Office Integration (POI) Project to HRM so their clinicians can receive hospital and specialty clinic reports not only from their own LHINs, but from hospitals and specialty clinics across Ontario where their patients have received care. OntarioMD Practice Advisors have worked with thousands of physicians to incorporate HRM into their workflow to better inform clinical decisions that result in better patient outcomes and more efficient practices.

OntarioMD is leading the expansion and continuous enhancement of HRM across the province in collaboration with the LHINs and other delivery partners. To sign up for HRM, email **report.manager@ontariomd.com**.

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eNOTIFICATIONS

eNotifications are sent through HRM to alert physicians and their practices in real time when a patient has been discharged from an emergency department, or admitted or discharged from an in-patient unit. eNotifications help improve communications and care coordination between hospitals and family physicians, especially with respect to hospital visits of complex care patients. eNotifications also support Health Links by enabling faster and safer follow-up treatment, and potentially reducing hospital readmissions. Physicians already connected to HRM will automatically receive eNotifications. Once they do, OntarioMD Practice Advisors can assist clinicians to understand how eNotifications fit into their workflows. eNotifications have been recognized by Accreditation Canada as a Leading Practice for communication and patient safety.

OntarioMD is leading the expansion of eNotifications to primary care across the province and works collaboratively with Health Shared Services Ontario, and LHINs towards enabling hospitals to send eNotifications. For more information on using eNotifications, email **enotifications@ontariomd.com**.

EMR CERTIFICATION PROGRAM

OntarioMD is Ontario's EMR certification body and manages the EMR Certification Program. The EMR Certification Program is the only current mechanism in Ontario through which to translate Ministry priorities, manage EMR vendors and drive EMR use by physicians. Certified EMRs are a mandatory requirement for physician practices to access provincial digital health applications such as HRM, eNotifications and OLIS. Over 14,000 physicians use OntarioMD-certified EMR products. The EMR Certification Program continuously evolves certified EMRs, taking into account physicians' needs and the future of digital health in Ontario and the rest of Canada. It also helps physician practices leverage new EMR functionality that leads to their optimized use of a certified EMR.

OntarioMD has moved to open certification, which allows new vendors to apply for certification at any time and enables OntarioMD to respond more quickly to evolving system needs. For more information, email **emr@ontariomd.com**.

OLIS DEPLOYMENT

OntarioMD is leading the deployment of OLIS to physician practices on behalf of eHealth Ontario. OLIS is a system that connects hospitals, community laboratories, public health laboratories and practitioners to facilitate the secure electronic exchange of laboratory test orders and results.

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Clinicians using an OntarioMD-certified EMR can access the latest lab results for their patients or perform patient queries. To sign up for OLIS, email **support@ontariomd.com**.

OntarioMD is working with Canada Health Infoway and eHealth Ontario on OLIS Practitioner Query (OLIS PQ). OLIS PQ provides an integrated laboratory feed (over 90% of all lab results in Ontario) to an EMR.

PRIVACY
TRAINING AND RESOURCES

OntarioMD provides privacy, security and legal expertise to physician practices to educate them about their role and responsibilities as Health Information Custodians under the *Personal Health Information Protection Act* (PHIPA). Privacy and security tools and resources are available to all physicians and are regularly updated to address emerging technology or new cyberthreats. OntarioMD offers a comprehensive online Privacy and Security Training Module to support community-based physicians access provincial digital health assets. The Module covers topics such as safeguarding PHI and other confidential data from breaches, and how to comply with obligations under Ontario's *Personal Health Information Protection Act* (PHIPA).

The OntarioMD Privacy and Security Training Module was developed with input from the College of Physicians and Surgeons (CPSO), the Canadian Medical Protective Association (CMPA), the Ontario Medical Association (OMA) and eHealth Ontario. The module has been certified as a Self-Learning Program by the College of Family Physicians of Canada for up to two Mainpro+ credits.

The OntarioMD Privacy and Security Training Module is available at OntarioMD.ca, and can be accessed from any device that connects to the Internet. Physicians and their staff must be registered users of OntarioMD.ca to access the training and can log in with their email and password.

EMR: EVERY STEP CONFERENCE

The EMR: Every Step Conference is OntarioMD's flagship conference and Canada's largest EMR conference series. The conference is focused on educating physician practices on realizing the full benefits of a certified EMR. Since 2012, nearly 5,000 attendees have participated in the conference series.

Two conferences are held each year in locations across Ontario. More than 700 clinicians and digital health care stakeholders from across the province attended our September 2017 conference in Toronto. Attendees picked up valuable EMR optimization tips and advice at more than 25 educational

sessions offered across four streams of learning, and were eligible to earn up to 7.5 Mainpro+ credits. Registration is now open for our 2018 EMR: Every Step conferences in London on April 12 and in Toronto on September 27, 2018. To learn more, visit ontariomd.ca or contact **omd.events@ontariomd.com**.

5. Proof of Concepts 2017-18

PROVINCIAL
eCONSULT INITIATIVE

eConsult gives family physicians, nurse practitioners and specialists the ability to engage in a secure electronic dialogue, improving patient care by reducing unnecessary referrals to specialists for in-person diagnosis and treatment.

OntarioMD has partnered with the Ontario Telemedicine Network (OTN) and the Champlain BASE eConsult service to develop a provincial eConsult strategy which unifies their platforms, creating a single service for all clinicians in the province.

The Provincial eConsult Initiative has brought on over 6,000 new eConsult users from January 2015 to date. With an average patient roster size of 840, these users now have the opportunity to request eConsults for approximately 5 million patients. The initiative was also able to double the number of specialists using eConsult, opening up access to specialists for patients and their family doctors anywhere in the province – a family doctor from Thunder Bay can request an eConsult from a specialist in Thunder Bay or Windsor, or anywhere in between.

The initiative is currently in pilot phase and continues to recruit family physicians in all LHINs. To sign up for eConsult, email **econsult@ontariomd.com**.

Registered Clinicians on Provincial eConsult by LHIN
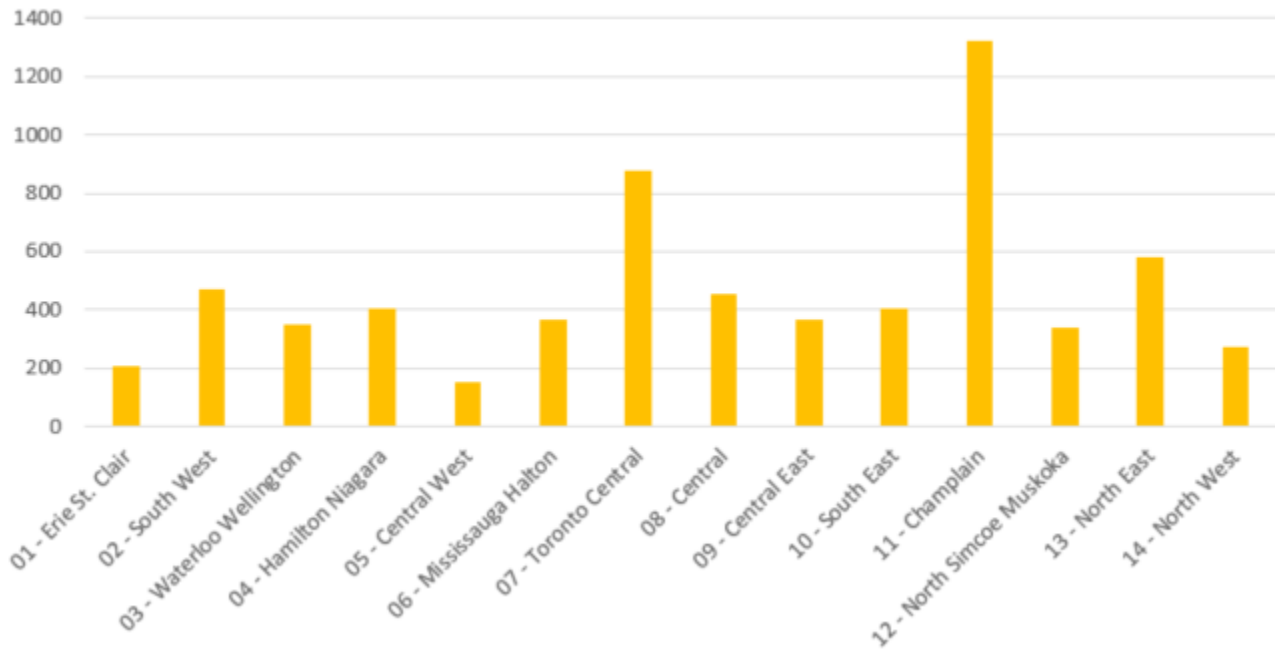
OntarioMD will continue to support deployment of eConsult provincially. OntarioMD successfully completed the eConsult EMR Integration proof of concept (PoC) in collaboration with eHealth Ontario and OTN. The eConsult EMR Integration will complement physician workflow when using eConsult and will promote increased adoption by EMR users. The goal is to facilitate increased integration between EMRs and provincial digital health assets.

QHR Technologies and OSCAR EMR were selected through a competitive procurement to participate in the PoC. Approximately 40 physicians (referrers and specialists) are participating and have gone live on the Accuro and OSCAR EMRs. The learnings from the PoC are being compiled and OntarioMD will aim to produce a draft specification and publish the Specification for eConsult EMR Integration by next spring.

EMR PHYSICIAN DASHBOARD

OntarioMD is leading an initiative that will demonstrate continuous improvement in the clinical value of EMRs through the EMR Physician Dashboard. The EMR Physician Dashboard is a priority for all LHINs. The EMR Physician Dashboard provides a framework for real-time access to an introductory set of high-value provincial indicators from Health Quality Ontario (HQO), the Canadian Institute for Health Information (CIHI) and the Association of Family Health Teams of Ontario (AFHTO), along with

indicators to improve management of physician practices such as the percentage of eligible patients within a roster who've been screened for colorectal cancer. Physicians will see these population health indicators at a glance and can develop action plans.

OntarioMD worked with TELUS Health and OSCAR EMR and over 100 physicians on Phase 1 of the EMR Physician Dashboard proof of concept. The Phase 1 Benefits Evaluation, Final Report, a summary of key findings and next steps, and frequently asked questions have been published on OntarioMD.ca.

Phase 2 of the initiative launched in October 2017, and will run to July 2018. It will expand the number of indicators in the dashboard and will increase participation by up to 400 additional physicians to further demonstrate the framework's value. During Phase 2, we will:

- further identify and refine dashboard indicators,
- deploy to more physicians across all LHINs, and
- define a business plan for a provincial EMR Physician Dashboard solution.

For more information on OntarioMD's EMR Physician Dashboard initiative, email EMRdashboard@ontariomd.com.

6. Tables by Vendor and LHIN View

Table 1: Family Physicians, Specialists and Nurse Practitioners by OntarioMD-Certified EMR Offering per Product / Service

OntarioMD-Certified EMR Vendor	Physicians Live on a Certified EMR				HRM				eNotifications	Physicians Connected to OLIS[1]
	FP*	SP**	Unknown	Total	FP	SP	NP	Live		
ABELSoft Corporation	191	263	15	469	60	62	1	123	60	346
Alpha Healthcare Inc.	51	16		67	34	6		40	34	60
Canada Health Systems Inc.	308	109	14	431	162	51		213	156	292
Indivica Inc.	430	92	3	525	321	59	3	383	334	174
OSCAR EMR	1,238	665	12	1,915	677	269	16	962	669	843
P&P Data Systems Inc.	462	85	4	551	129	10	8	147	118	293
QHR Technologies Inc.	1,723	1,628	142	3,493	1,016	785	116	1,917	1,010	3,147
TELUS	5,418	1,239	79	6,736	3,481	493	445	4,419	3,350	5,508
YES Medical Systems	8	38	6	52	3	12		15	9	49
York-Med Systems Inc.	34	61	1	96	11	17		28	16	76
Total	**9,863**	**4,196**	**276**	**14,335[2]**	**5,894**	**1,764**	**606**	**8,264**	**5,756**	**10,788**

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[1] *Source: eHealth Ontario*

[2] *Numbers reflect the actual number of physicians, not funding positions.*

* FP = Community-based Family Physicians

** SP = Community-based Specialists

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Table 2: Product Penetration by Community-Based Family Physicians and Specialists by LHIN

LHIN	No. of Physicians participating in provincial product / service[1]					Estimated number of FP and SP[3]			FP Penetration
	FP	SP	Unknown	Total	Change[2]	FP	SP[5]	Total	%
1. Erie St. Clair	330	189	13	532	0	462	473	935	71%
2. South West	756	245	6	1,007	-2	884	1,225	2,109	86%
3. Waterloo Wellington	555	209	9	773	4	672	562	1,234	83%
4. Hamilton Niagara	925	480	10	1,415	2	1,165	1,765	2,930	79%
5. Central West	486	238	16	741	1	648	523	1,171	75%
6. Mississauga Halton	826	300	14	1,140	0	1,064	980	2,044	78%
7. Toronto Central	1,300	754	21	2,075	-2	1,703	3,918	5,621	76%
8. Central	1,208	621	25	1,854	-3	1,655	1,600	3,255	73%
9. Central East	966	423	21	1,410	-1	1,186	1,118	2,304	81%
10. South East	468	83	9	560	1	516	649	1,165	91%
11. Champlain	1,293	467	16	1,776	-3	1,575	1,985	3,560	82%
12. North Simcoe Muskoka	388	132	5	525	1	442	345	787	88%
13. North East	410	98	5	513	-3	588	436	1,024	70%
14. North West	185	75	3	263	1	304	193	497	61%
Total	**10,111**	**4,317**	**276**	**14,704**[4]	**-3**	**12,864**	**15,772**	**28,636**	**79%**

[1] Includes physicians participating in the EMR Adoption Program, HRM and OLIS

[2] Number reflects physicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.

[3] Source: OPHRDC (Ontario Physician Human Resource Data Centre) 2017 – please note that the total number of FPs and SPs reflects an increase of 836 physicians to the 2015 OPHRDC data point.

[4] Includes physicians where LHIN information was unavailable. Numbers reflect the actual number of physicians, not funding positions.

[5] Includes community and hospital-based specialists

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Table 3: HRM Product Penetration by Community-Based Family Physicians, Specialists and Nurse Practitioners by LHIN

LHIN	Clinicians LIVE on HRM					Physicians Using eNotifications
	FP	SP	NP	Total	Change[1]	Total
1. Erie St. Clair	251	81	78	410	1	291
2. South West	450	66	55	571	8	363
3. Waterloo Wellington	431	91	62	584	14	386
4. Hamilton Niagara	453	160	8	621	26	457
5. Central West	309	138	13	460	14	317
6. Mississauga Halton	546	142	24	712	10	528
7. Toronto Central	644	277	32	953	26	712
8. Central	755	287	21	1,063	10	802
9. Central East	684	243	80	1,007	5	669
10. South East	343	24	71	438	3	253
11. Champlain	674	189	58	921	1	648
12. North Simcoe Muskoka	326	77	86	489	1	314
13. North East	91	10	18	119	3	95
14. North West						
Total	5,958	1,785	606	8,349	123	5,847

[1]Number reflects clinicians who may have withdrawn or moved LHIN boundaries during the reporting period, and where LHIN information was unavailable from the data source.

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Table 4: eConsult Product Penetration by Physicians and Nurse Practitioners by LHIN

LHIN	Physicians and NPs on eConsult Total[1]
1. Erie St. Clair	206
2. South West	473
3. Waterloo Wellington	352
4. Hamilton Niagara	403
5. Central West	152
6. Mississauga Halton	364[2]
7. Toronto Central	875
8. Central	453
9. Central East	365
10. South East	406[3]
11. Champlain	1,321[4]
12. North Simcoe Muskoka	340
13. North East	581
14. North West	270
Total	**6,561**

[1] Provisioned (live) Physicians and NPs

[2] Includes physicians and NPs using Champlain BASE eConsult and OTN eConsult in Mississauga Halton LHIN

[3] Includes physicians and Nurse Practitioners using OTN BASE eConsult (SEAMO Pilot) and OTN eConsult in South East LHIN

[4] Includes physicians and Nurse Practitioners using Champlain BASE eConsult and OTN eConsult in Champlain LHIN.

Provincial Product/Service Penetration by LHIN

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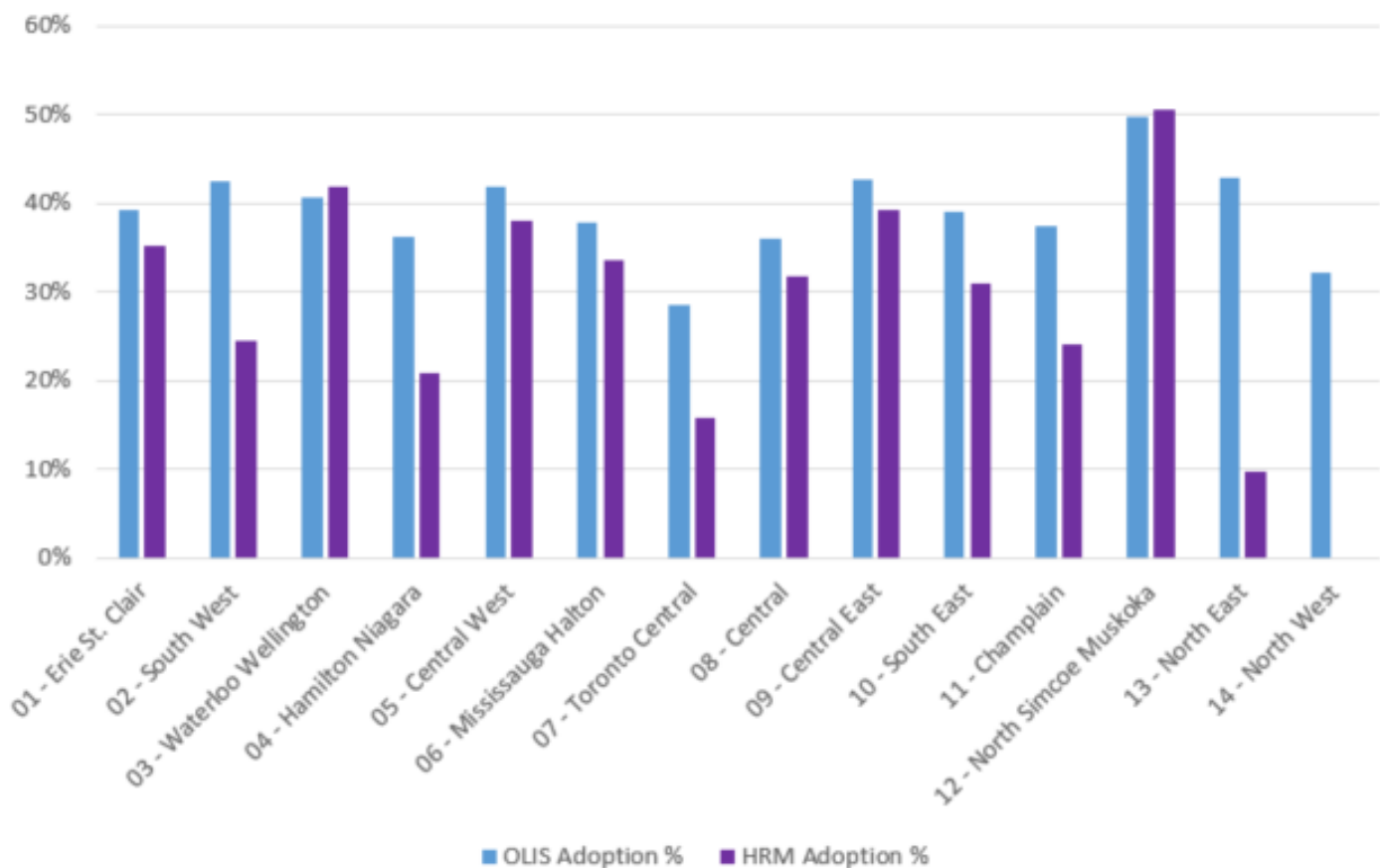
7. Appendices

Definitions:

LHIN Penetration: The % of eligible physicians or hospitals using provincial product/service; the % penetration for all LHINs is based on the denominator of 28,636 eligible physicians across all LHINs.

Ontario Average: Average % of eligible physicians or hospitals using product across all LHINs;

1.1 Appendix A: LHIN 1 – Erie St. Clair

LHIN 1 - Provincial Product/Service % Penetration			
Product	**LHIN 1 Penetration[1]**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	100%		14%
HRM (Physicians)	35%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		39%

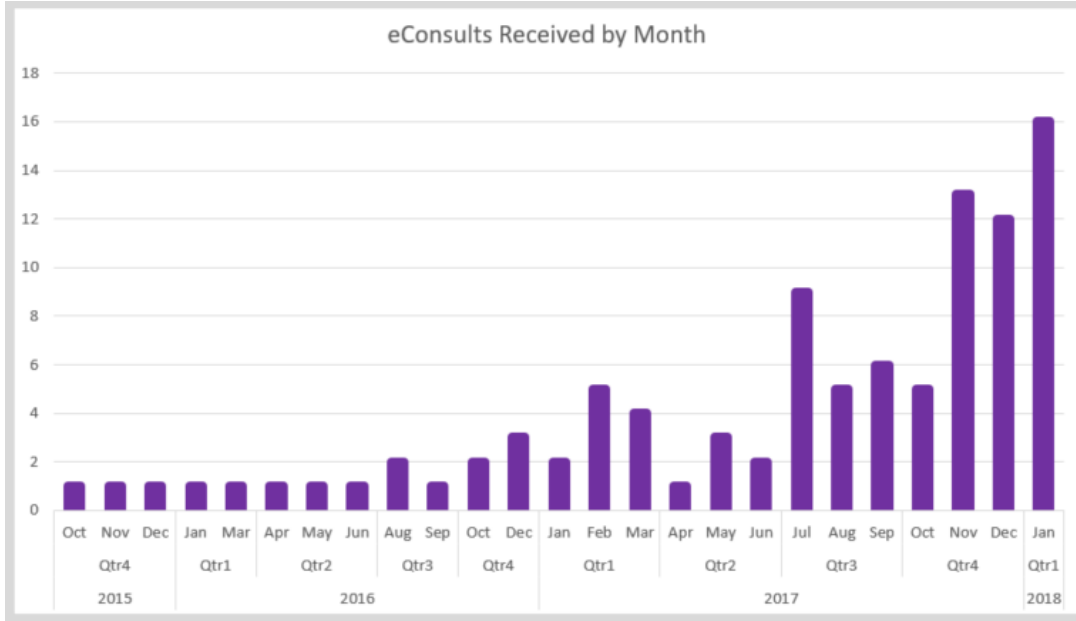*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 1 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	8	14	5	27	6	18
Alpha Healthcare Inc.	3	1		4	3	5
Canada Health Systems Inc.	6	2		8	3	3
Indivica Inc.	1	1		2	1	2
OSCAR EMR	19	12		31	10	10
P&P Data Systems Inc.	2	2		4	2	1
QHR Technologies Inc.	114	98	4	216	144	153
TELUS	172	39	4	215	149	161
YES Medical Systems	2	6		8	5	8
York-Med Systems Inc.	1	9		10	6	7
Total	**328**	**184**	**13**	**525**	**329**	**368**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 1 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 1 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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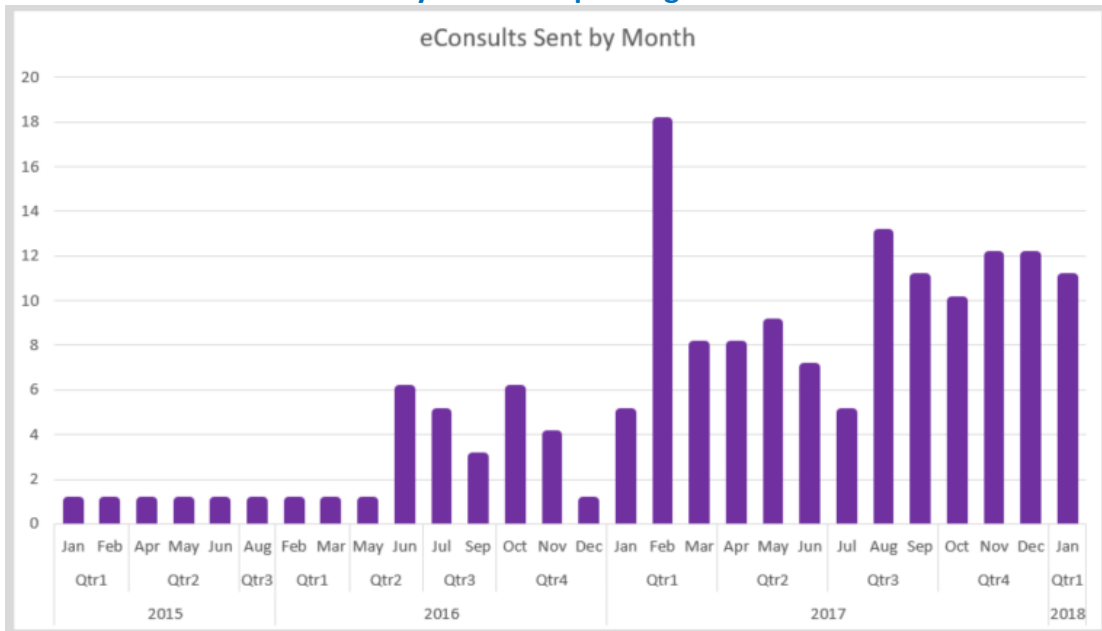
1.2 Appendix B: LHIN 2 – South West

LHIN 2 - Provincial Product/Service % Penetration			
Product	LHIN 2 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	35%		14%
HRM (Physicians)	24%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	43%	1%	39%

Penetration % may change with the identification of eligible hospital sites for eNotifications

LHIN 2 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	11	6		17	2	20
Alpha Healthcare Inc.						
Canada Health Systems Inc.	5	3		8	1	8
Indivica Inc.						1
OSCAR EMR	42	26		68	25	38
P&P Data Systems Inc.	2	1		3		5
QHR Technologies Inc.	248	91	2	341	177	356
TELUS	431	110	4	545	309	464
YES Medical Systems		2		2		1
York-Med Systems Inc.	9	3		12	2	4
Total	**748**	**242**	**6**	**996**	**516**	**897**

* Source: eHealth Ontario

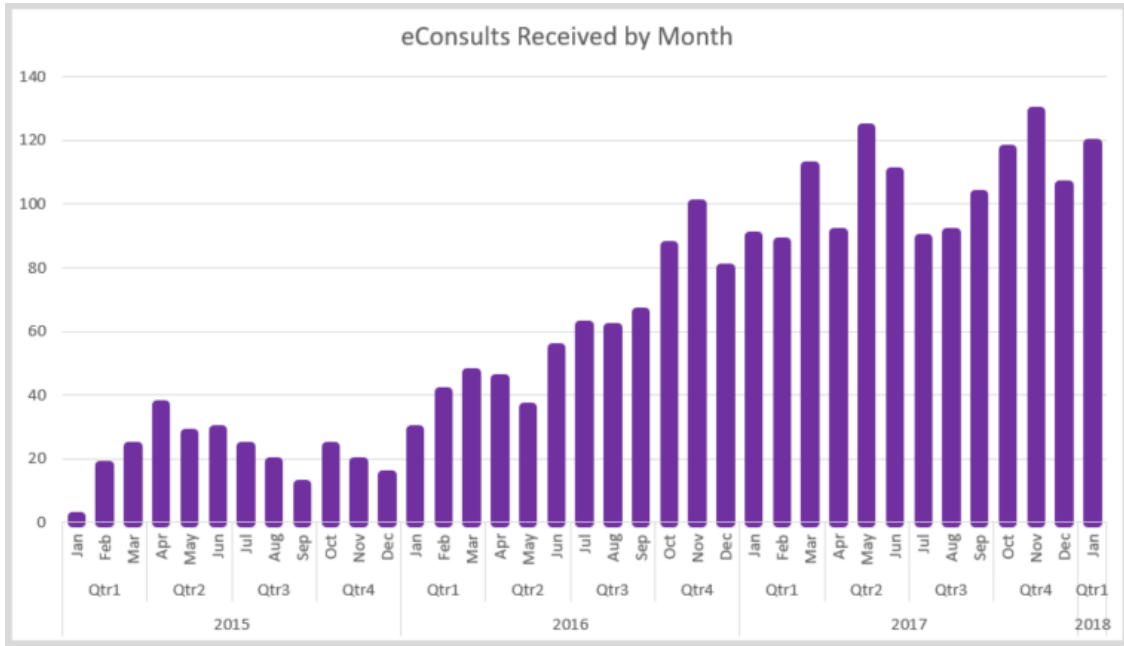*[1] HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] Numbers have been updated to reflect the actual number of physicians, not funding positions.

Number of eConsults Received by LHIN 2 Specialists on OTN eConsult*

eConsults Received by Month

*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 2 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month

**Includes eConsults sent to Specialists inside and outside the LHIN

22
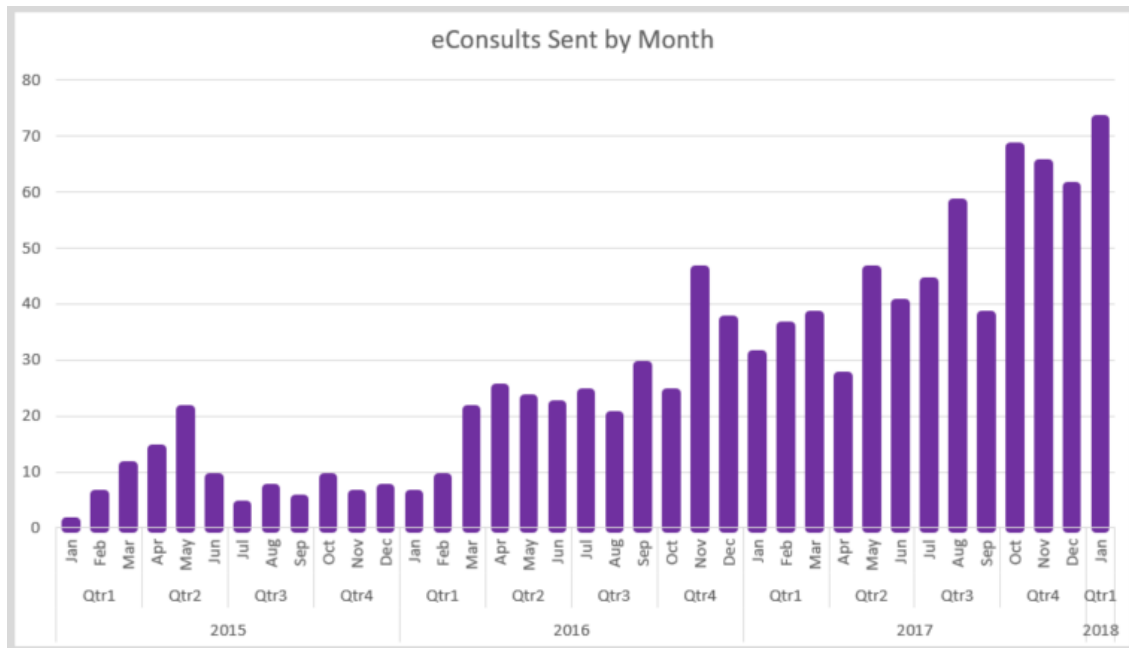
1.3 Appendix C: LHIN 3 – Waterloo Wellington

LHIN 3 - Provincial Product/Service % Penetration			
Product	LHIN 3 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	0%		14%
HRM (Physicians)	42%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	41%		39%

Penetration % may change with the identification of eligible hospital sites for eNotifications; 6 of the 7 eligible sites in LHIN 3 have opted to send eNotifications directly.

LHIN 3 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	12	2		14	10	8
Alpha Healthcare Inc.		2		2	1	3
Canada Health Systems Inc.	1	5		6	3	2
Indivica Inc.		7		7	1	1
OSCAR EMR	25	27	2	54	26	25
P&P Data Systems Inc.	31	2		33	2	3
QHR Technologies Inc.	17	88	1	106	53	55
TELUS	460	63	6	529	421	398
YES Medical Systems		3		3	1	4
York-Med Systems Inc.		6		6		4
Total	546	205	9	760	518	503

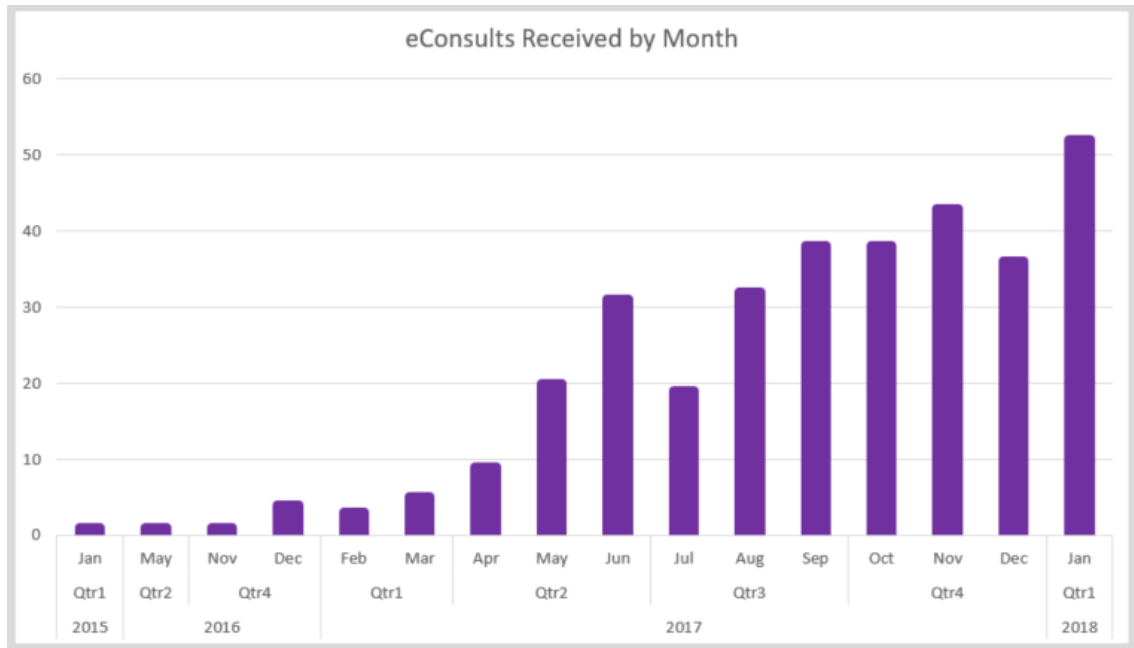* Source: eHealth Ontario

[1] HRM Penetration is based on Live Physicians, not Enrolled Physicians.

[2] Numbers have been updated to reflect the actual number of physicians, not funding positions.

Our Mission: Helping physician practices advance electronic medical records, products and services so that collectively we enhance the delivery of patient care

Number of eConsults Received by LHIN 3 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 3 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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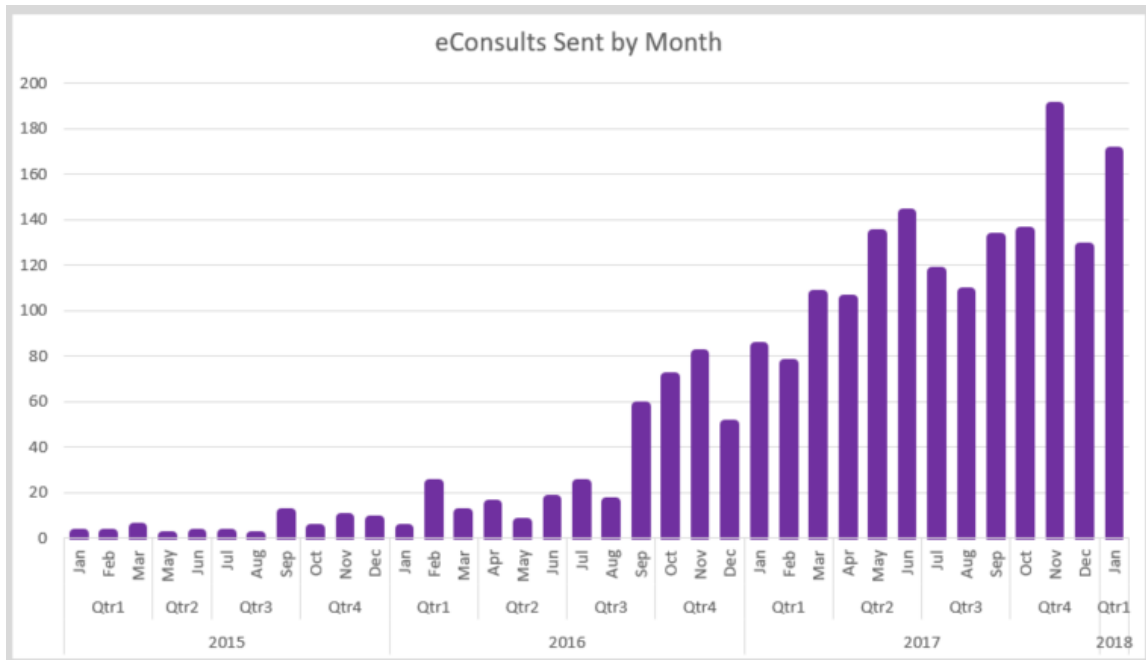
1.4 Appendix D: LHIN 4 – Hamilton Niagara

LHIN 4 - Provincial Product/Service % Penetration			
Product	LHIN 4 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	45%		14%
HRM (Physicians)	21%	1%	28%
HRM (Hospitals)	90%		79%
OLIS (Physicians)*	36%		39%

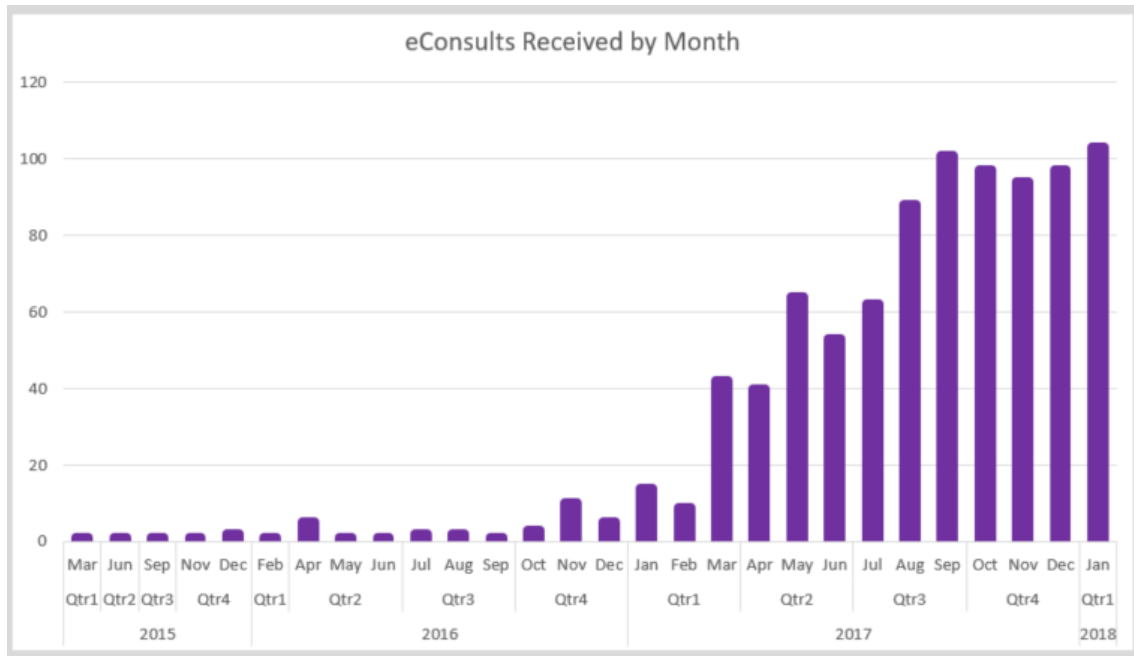*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 4 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	18	34	2	54	10	51
Alpha Healthcare Inc.	2	3		5		5
Canada Health Systems Inc.	13	3	1	17	11	10
Indivica Inc.	10	14		24	14	7
OSCAR EMR	143	95	3	241	60	111
P&P Data Systems Inc.	32	10		42	16	36
QHR Technologies Inc.	121	202	3	326	126	281
TELUS	570	87	1	658	371	542
YES Medical Systems	1	1		2		2
York-Med Systems Inc.	1	15		16	5	14
Total	911	464	10	1,385	613	1,059

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Our Mission: Helping physician practices advance electronic medical records, products and services so that collectively we enhance the delivery of patient care

Number of eConsults Received by LHIN 4 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 4 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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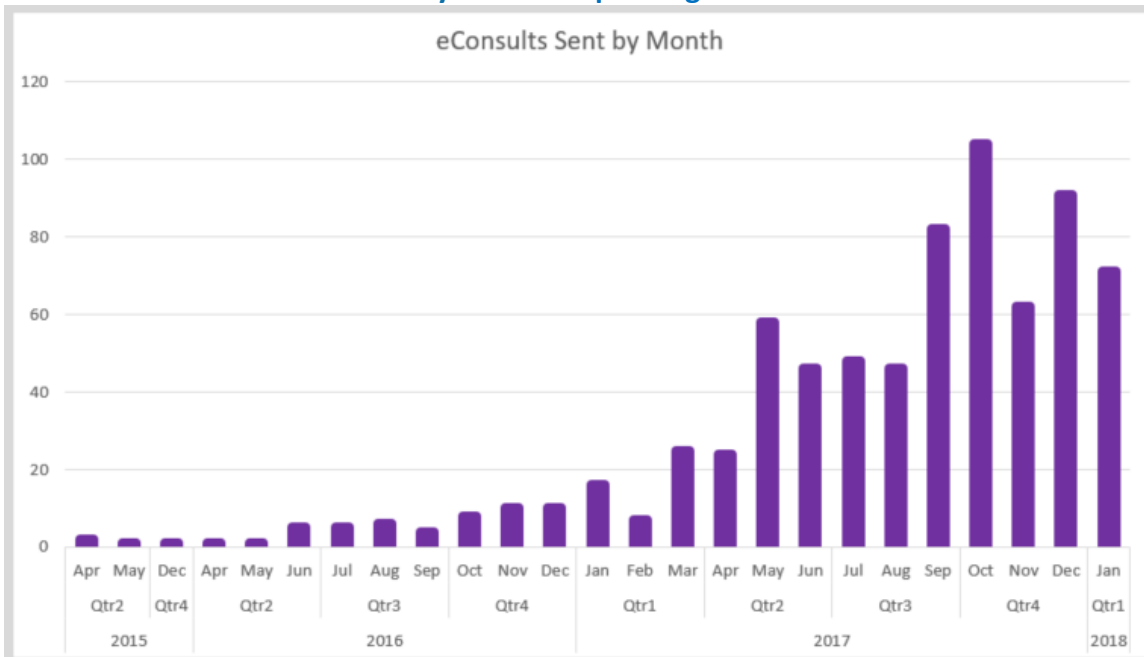
1.5 Appendix E: LHIN 5 – Central West

LHIN 5 - Provincial Product/Service % Penetration			
Product	LHIN 5 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	25%		14%
HRM (Physicians)	38%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	42%		39%

Penetration % may change with the identification of eligible hospital sites for eNotifications: 3 of 4 eligible sites have opted to send eNotifications directly, while one eligible site sends eNotifications via HSSO.

LHIN 5 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	8	10	1	19	7	11
Alpha Healthcare Inc.	6			6	2	5
Canada Health Systems Inc.	32	14	3	49	23	35
Indivica Inc.	24	12		36	34	15
OSCAR EMR	132	69	1	202	122	62
P&P Data Systems Inc.	39	2	1	42	32	41
QHR Technologies Inc.	102	83	8	193	117	164
TELUS	134	44	1	179	109	154
YES Medical Systems	1	1	1	3		3
York-Med Systems Inc.		1		1		1
Total	478	236	16	730	446	491

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 5 Specialists on OTN eConsult*
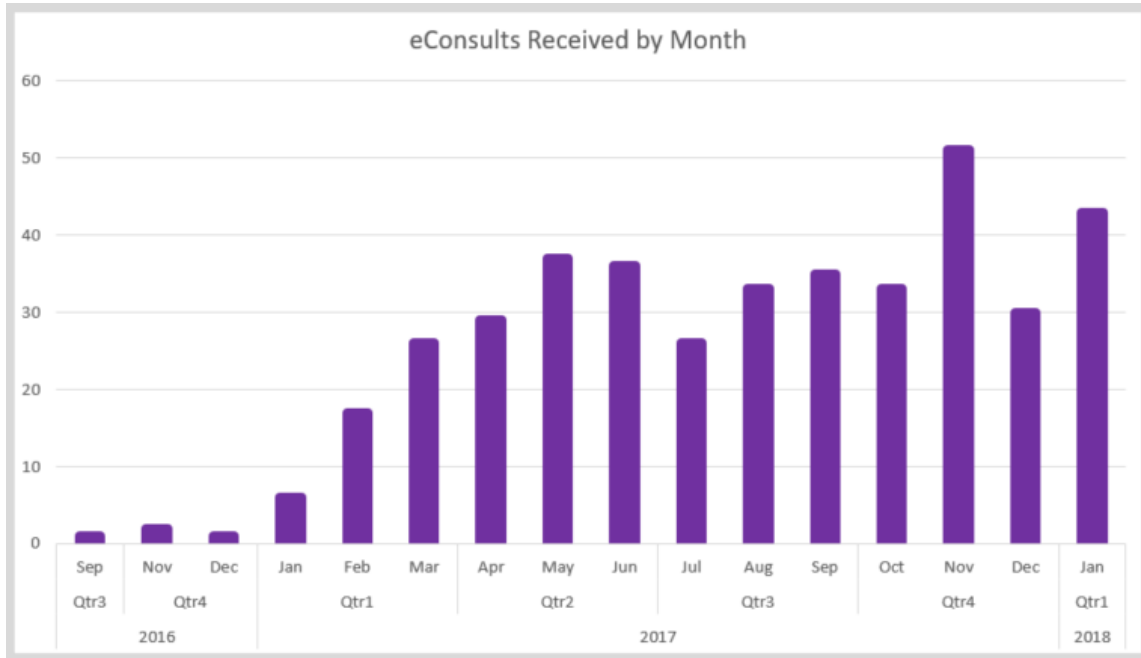
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 5 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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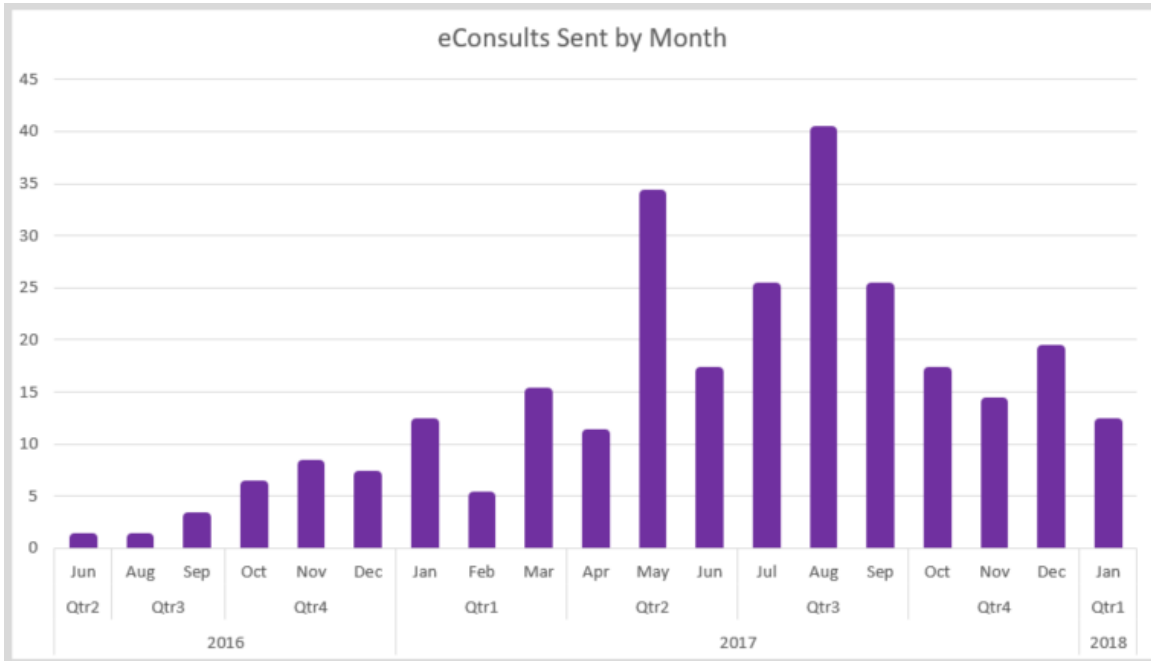
1.6 Appendix F: LHIN 6 – Mississauga Halton

LHIN 6 - Provincial Product/Service % Penetration			
Product	**LHIN 6 Penetration [1]**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	0%		14%
HRM (Physicians)	34%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	38%		39%

Penetration % may change with the identification of eligible hospital sites for eNotifications
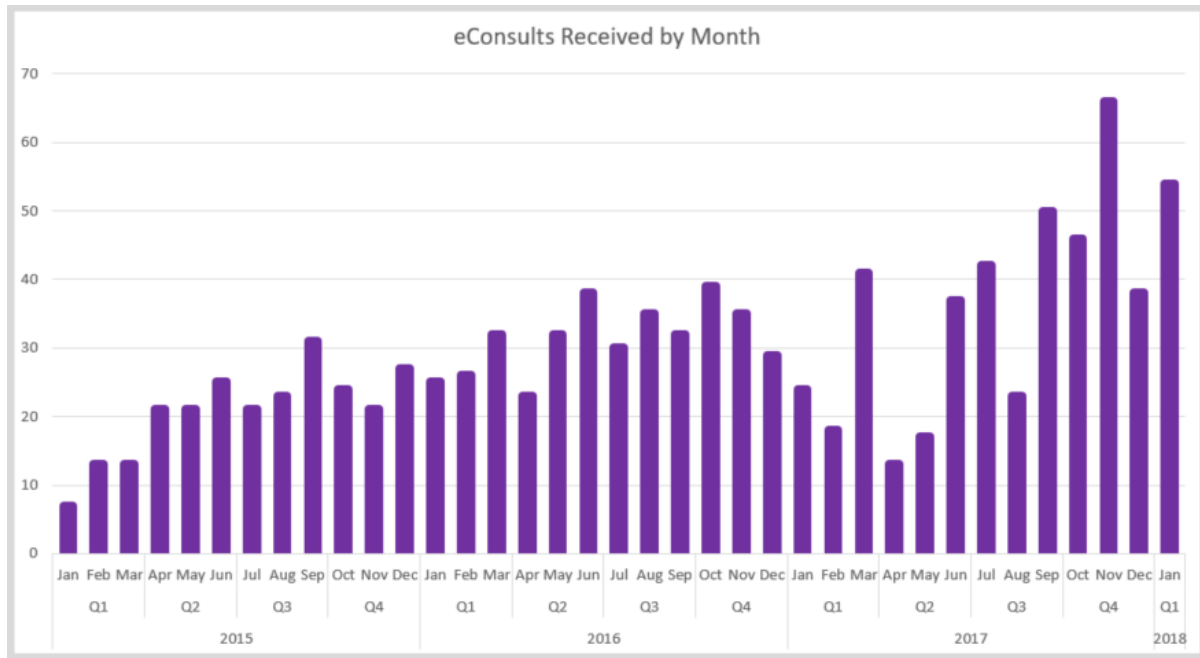
LHIN 6 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	17	28	1	46	6	33
Alpha Healthcare Inc.	3	1		4	1	1
Canada Health Systems Inc.	24	2		26	9	30
Indivica Inc.	26	3		29	26	5
OSCAR EMR	212	49		261	153	107
P&P Data Systems Inc.	7	6		13	1	11
QHR Technologies Inc.	165	100	9	274	177	241
TELUS	352	102	4	458	314	339
YES Medical Systems	2			2	1	2
York-Med Systems Inc.	1	3		4		4
Total	**809**	**294**	**14**	**1,117**	**688**	**773**

* Source: eHealth Ontario

[1] HRM Penetration is based on Live Physicians, not to Enrolled Physicians.

[2] Numbers have been updated to reflect the actual number of physicians, not funding positions.

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Number of eConsults Received by LHIN 6 Specialists on Champlain BASE eConsult and OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 6 Requesting Clinicians on Champlain BASE eConsult and OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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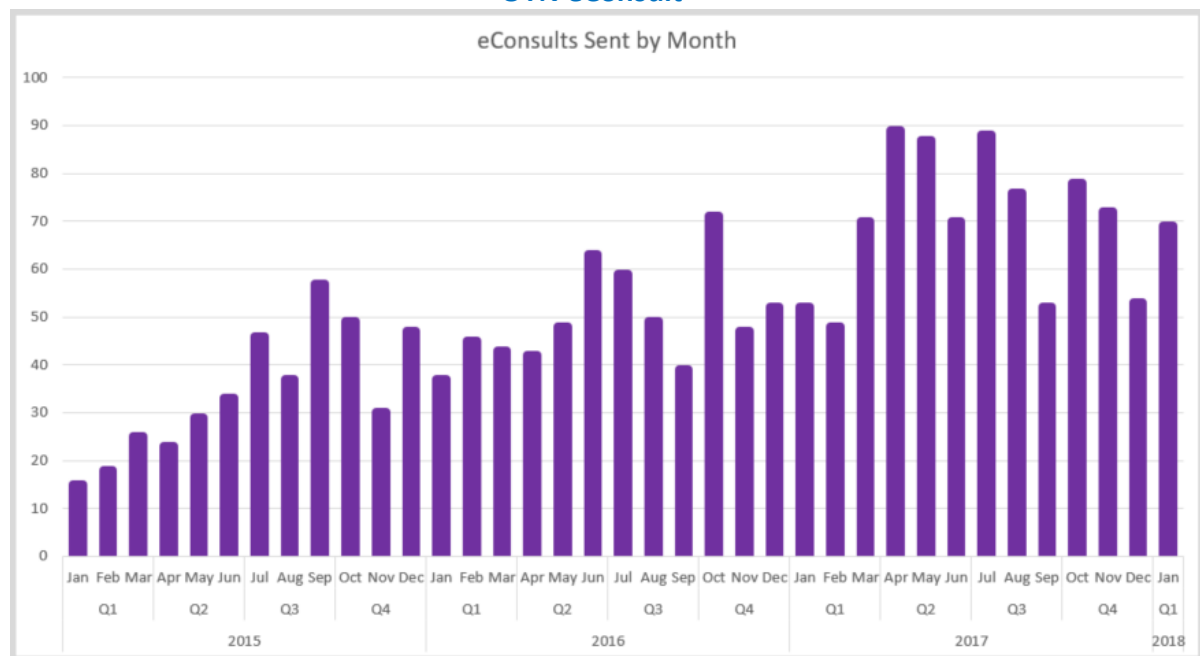
1.7 Appendix G: LHIN 7 – Toronto Central

LHIN 7 - Provincial Product/Service % Penetration			
Product	**LHIN 7 Penetration [1]**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	19%		14%
HRM (Physicians)	16%	1%	28%
HRM (Hospitals)	32%		79%
OLIS (Physicians)*	29%	1%	39%

*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 7 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	41	44	1	86	37	60
Alpha Healthcare Inc.	18	3		21	18	21
Canada Health Systems Inc.	76	7	4	87	40	59
Indivica Inc.	160	21		181	120	50
OSCAR EMR	132	129	1	262	92	112
P&P Data Systems Inc.	61	15	1	77	11	56
QHR Technologies Inc.	114	324	1	439	200	515
TELUS	637	174	11	822	373	722
YES Medical Systems		9	2	12	1	11
York-Med Systems Inc.	1	4		5		4
Total	**1,240**	**730**	**21**	**1,991**	**892**	**1,610**

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 7 Specialists on OTN eConsult*
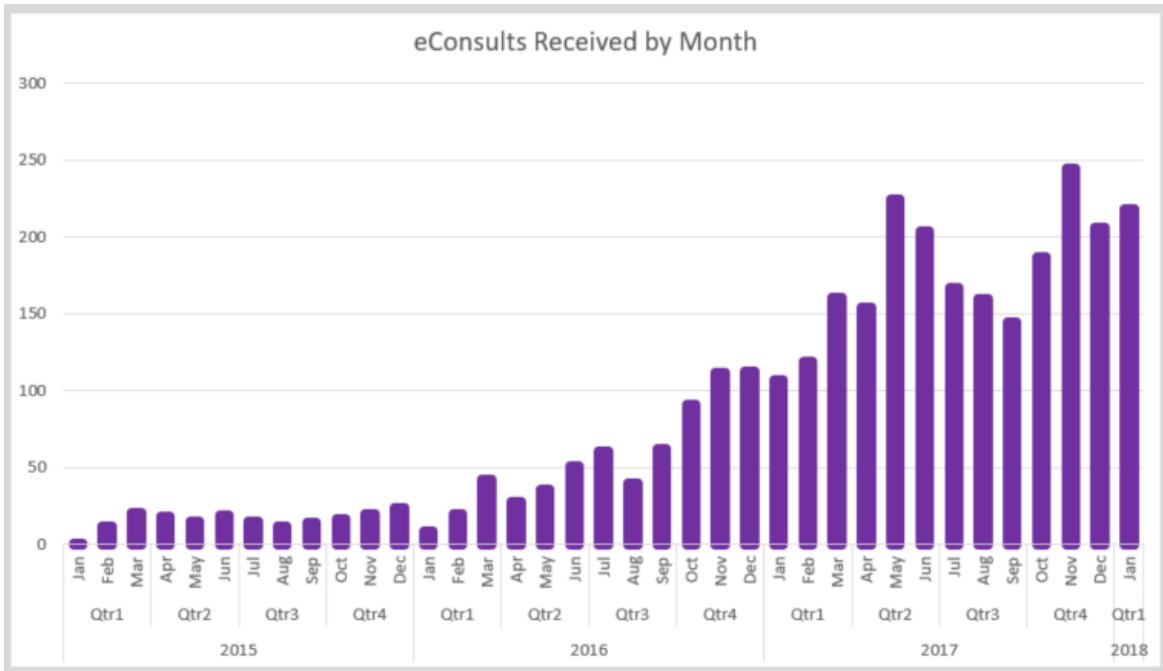
eConsults Received by Month

*Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 7 Requesting Clinicians on OTN eConsult**

eConsults Sent by Month
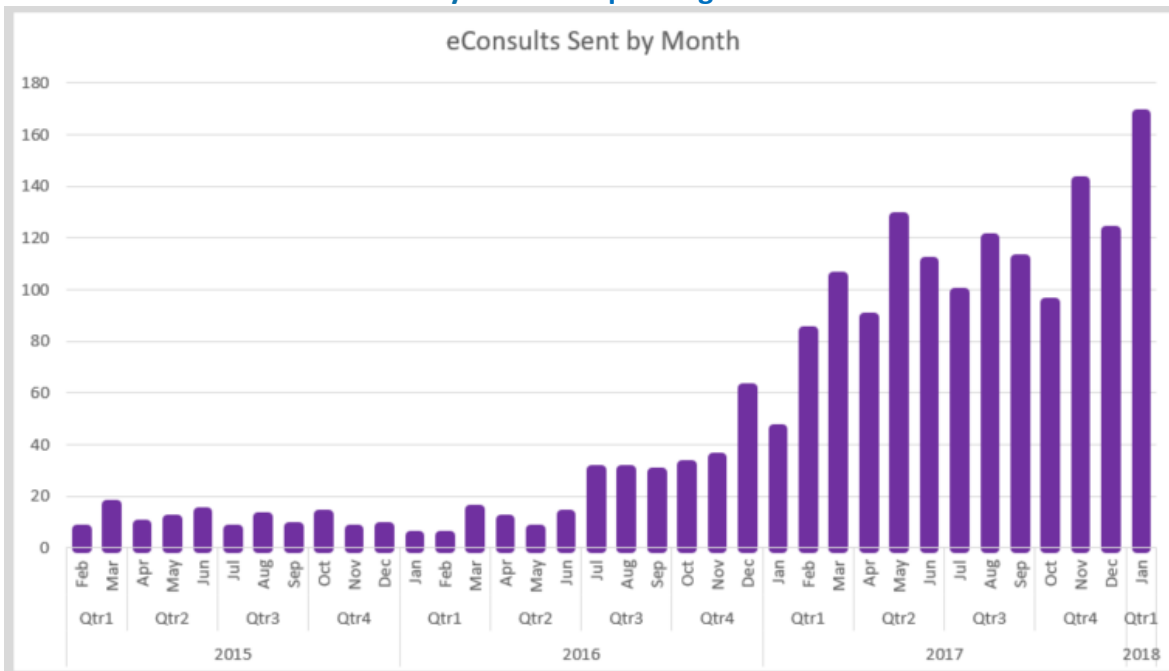
**Includes eConsults sent to Specialists inside and outside the LHIN

1.8 Appendix H: LHIN 8 – Central

LHIN 8 - Provincial Product/Service % Penetration			
Product	**LHIN 8 Penetration[1]**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	17%		14%
HRM (Physicians)	32%	1%	28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	36%		39%

Penetration % may change with the identification of eligible hospital sites for eNotifications

LHIN 8 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	40	55	3	98	21	59
Alpha Healthcare Inc.	6	2		8	5	7
Canada Health Systems Inc.	25	14	2	41	18	35
Indivica Inc.	115	10	2	127	97	37
OSCAR EMR	129	109	2	240	143	103
P&P Data Systems Inc.	121	18	1	140	42	70
QHR Technologies Inc.	207	231	6	444	247	384
TELUS	524	144	7	675	448	458
YES Medical Systems	1	11	1	13	3	11
York-Med Systems Inc.	6	6	1	13	8	11
Total	**1,174**	**600**	**25**	**1,799**	**1,032**	**1,175**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 8 Specialists on OTN eConsult*
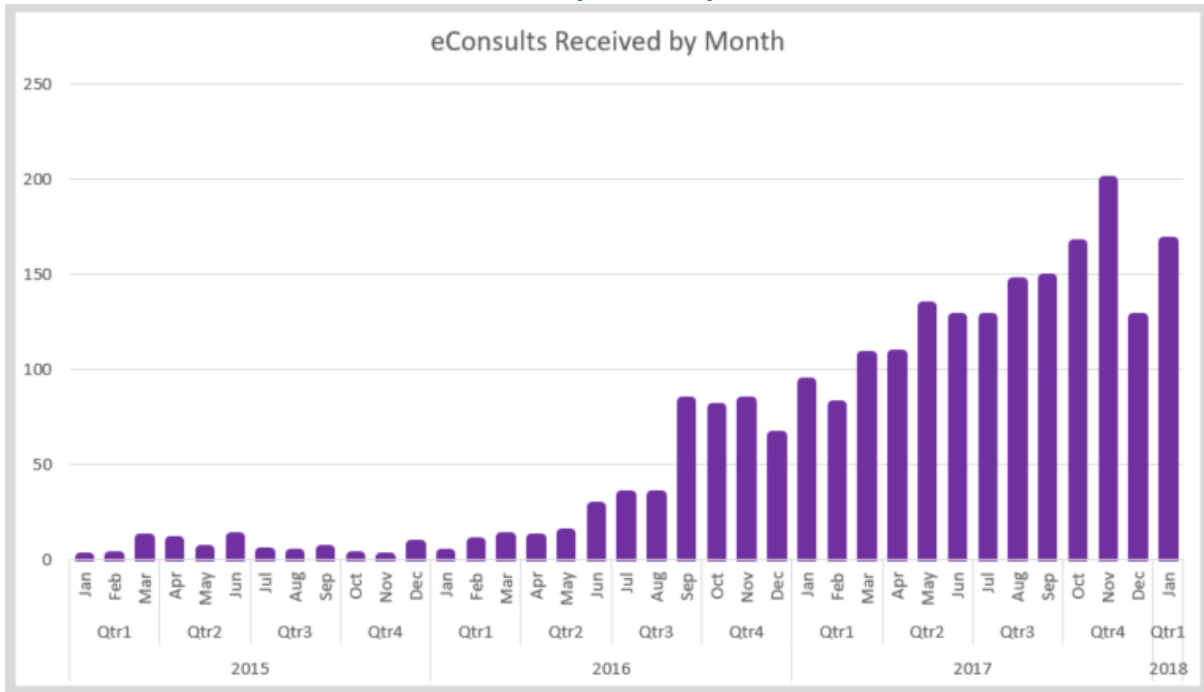
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 8 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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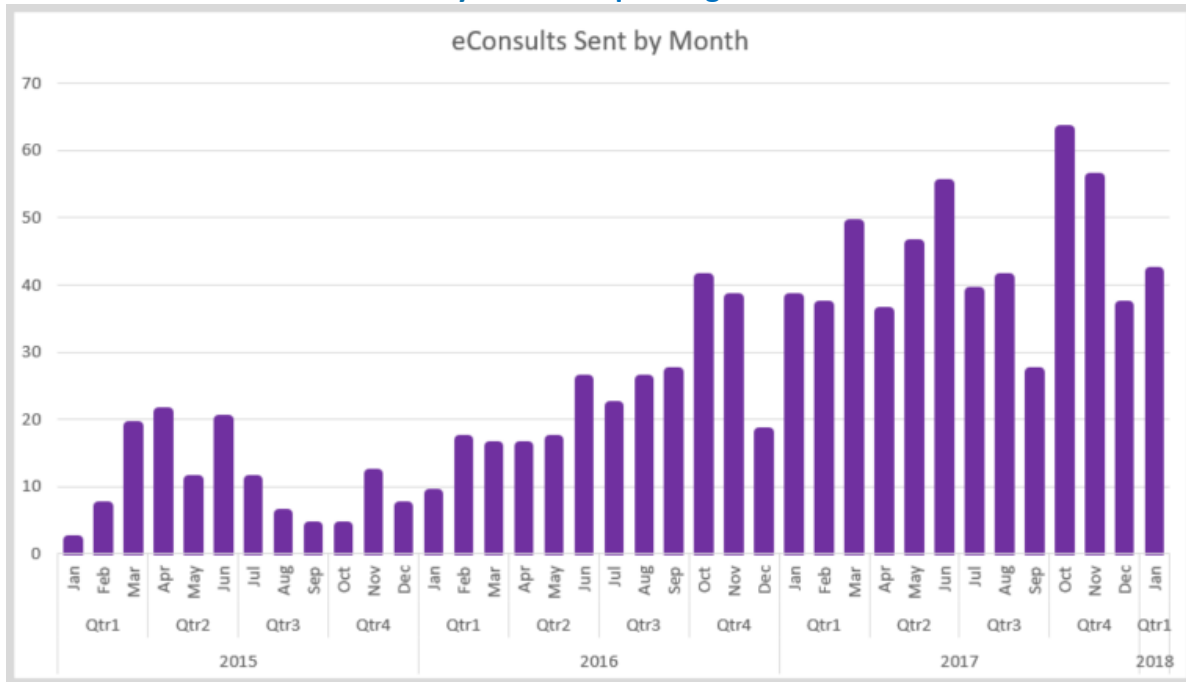
1.9 Appendix I: LHIN 9 – Central East

LHIN 9 - Provincial Product/Service % Penetration			
Product	LHIN 9 Penetration [1]	Change	Ontario Average
*eNotifications (Hospitals)	0%		14%
HRM (Physicians)	39%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	43%	1%	39%

*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 9 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	26	24	1	51	14	32
Alpha Healthcare Inc.	6	2		8	5	7
Canada Health Systems Inc.	56	8	1	65	40	40
Indivica Inc.	40	14	1	55	41	10
OSCAR EMR	122	79	2	203	132	107
P&P Data Systems Inc.	51	9		60	10	34
QHR Technologies Inc.	162	146	7	315	200	233
TELUS	474	117	7	598	453	499
YES Medical Systems	1	4	2	7	3	6
York-Med Systems Inc.	7	8		15	5	15
Total	**945**	**411**	**21**	**1,377**	**903**	**983**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 9 Specialists on OTN eConsult*
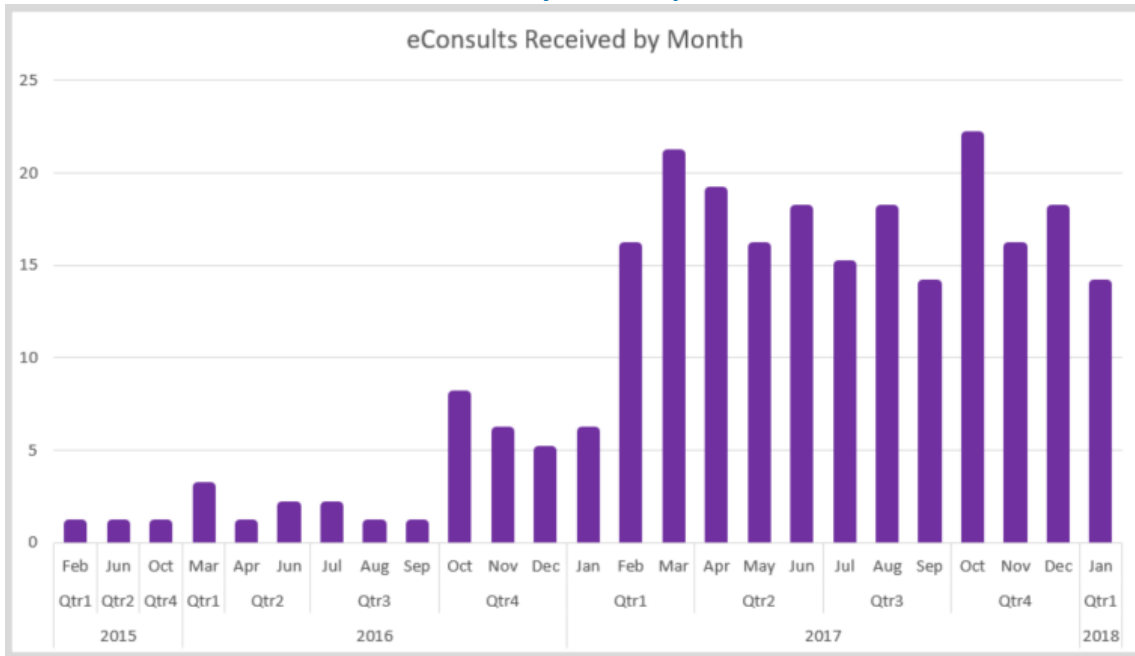
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 9 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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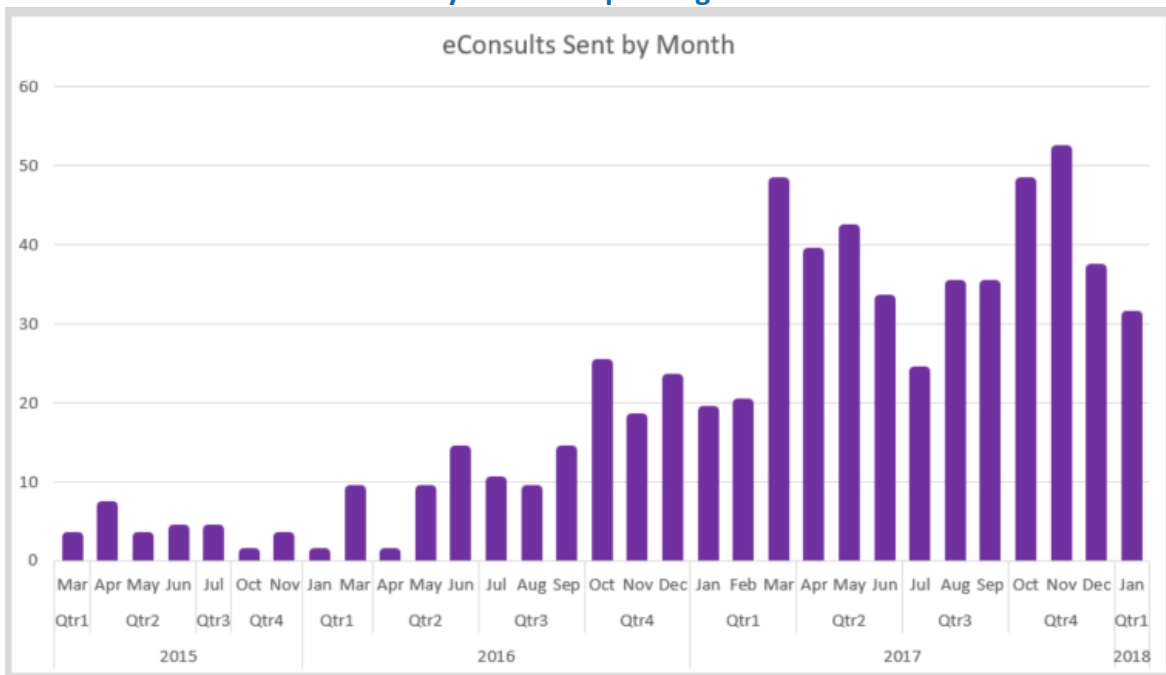
1.10   Appendix J: LHIN 10 – South East

LHIN 10 - Provincial Product/Service % Penetration			
Product	LHIN 10 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	0%		14%
HRM (Physicians)	31%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	39%		39%

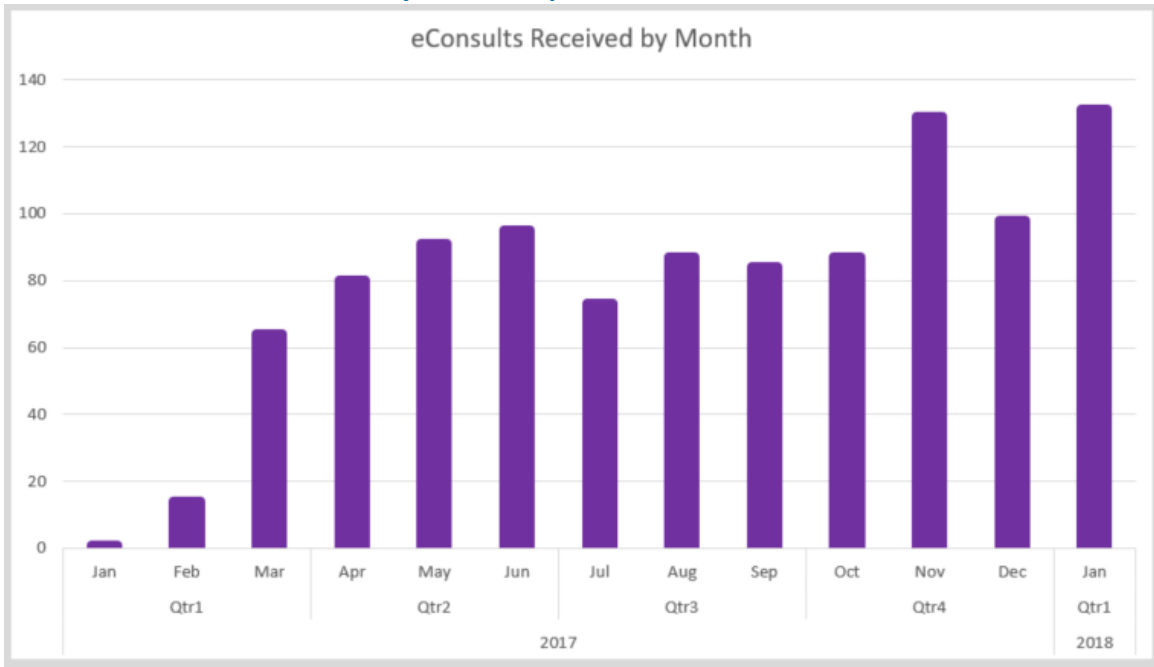*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 10 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation		8	1	9	2	11
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1			1		4
Indivica Inc.	15	2		17	12	5
OSCAR EMR	77	8		85	43	39
P&P Data Systems Inc.	9	3		12	7	7
QHR Technologies Inc.	58	22	2	82	48	78
TELUS	301	33	6	340	247	309
YES Medical Systems		1		1	1	1
York-Med Systems Inc.		1		1	1	1
Total	**461**	**78**	**9**	**548**	**361**	**455**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 10 Specialists on BASE™ eConsult and OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 10 Requesting Clinicians on BASE™ eConsult and OTN eConsult**
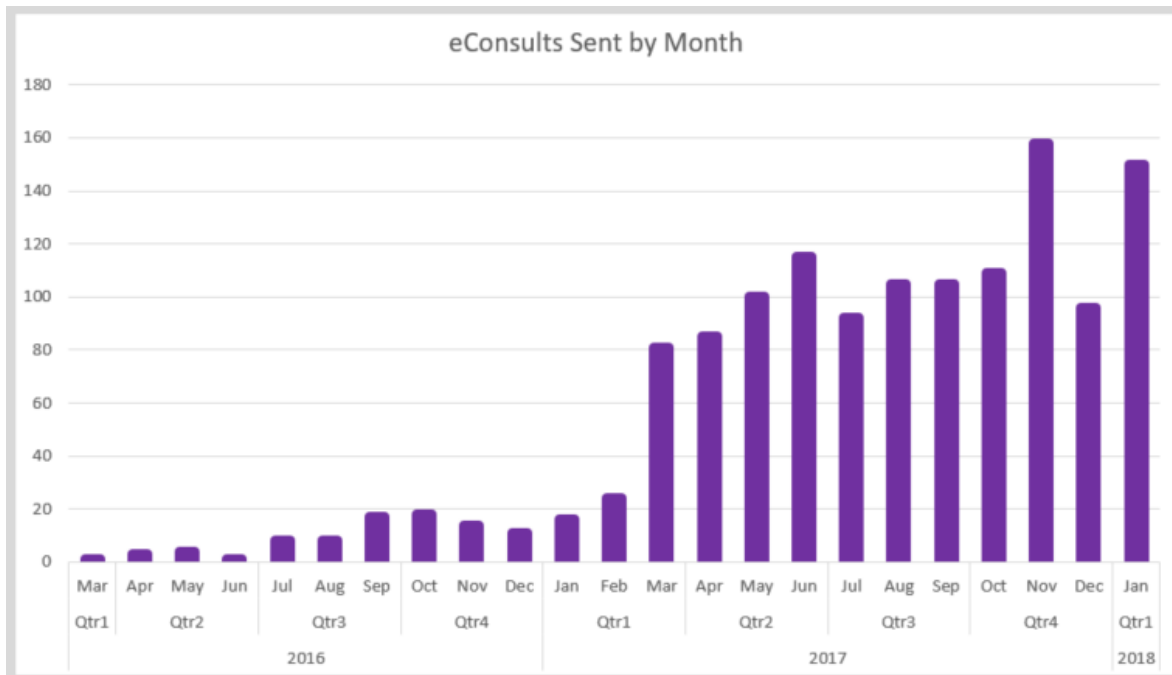
**Includes eConsults sent to Specialists inside and outside the LHIN*

1.11   Appendix K: LHIN 11 – Champlain

LHIN 11 - Provincial Product/Service % Penetration			
Product	**LHIN 11 Penetration**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	37%		14%
HRM (Physicians)	24%		28%
HRM (Hospitals)	81%		79%
OLIS (Physicians)*	38%	1%	39%

*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 11 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	3	28		31	4	29
Alpha Healthcare Inc.		1		1		
Canada Health Systems Inc.	66	48	2	116	65	55
Indivica Inc.	39	7		46	34	38
OSCAR EMR	153	51	1	205	120	108
P&P Data Systems Inc.	58	2	1	61	15	22
QHR Technologies Inc.	137	125	3	265	105	247
TELUS	828	191	9	1,028	518	835
YES Medical Systems						
York-Med Systems Inc.						1
Total	**1,284**	**453**	**16**	**1,753**	**861**	**1,335**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults received by LHIN 11 Specialists on Champlain BASE eConsult*
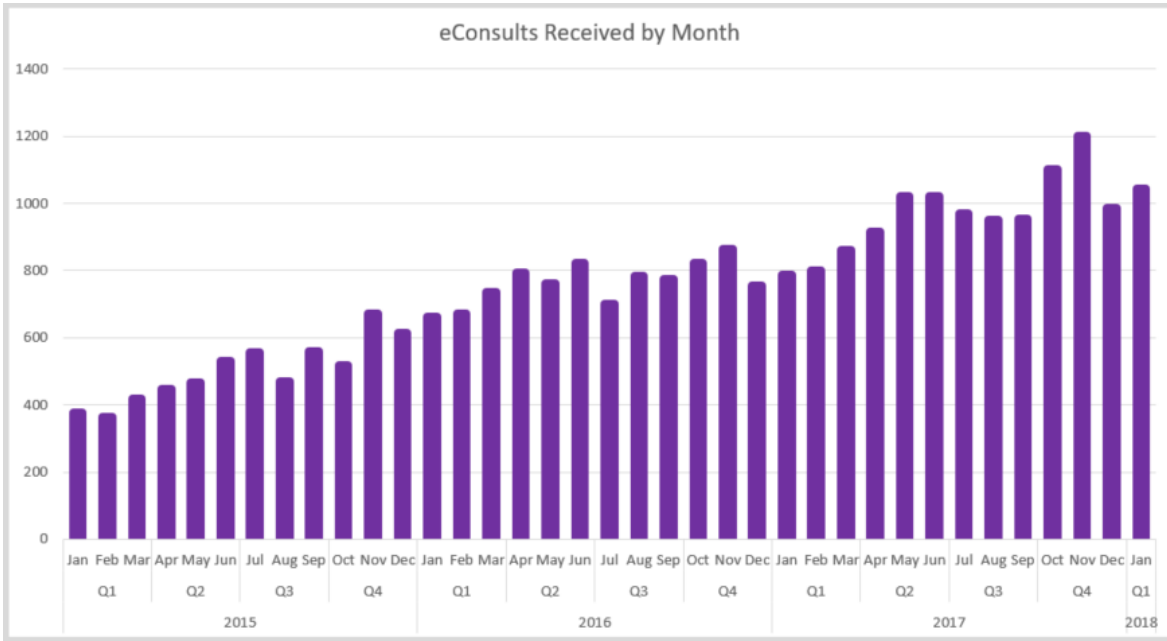
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults sent by LHIN 11 Requesting Clinicians on Champlain BASE eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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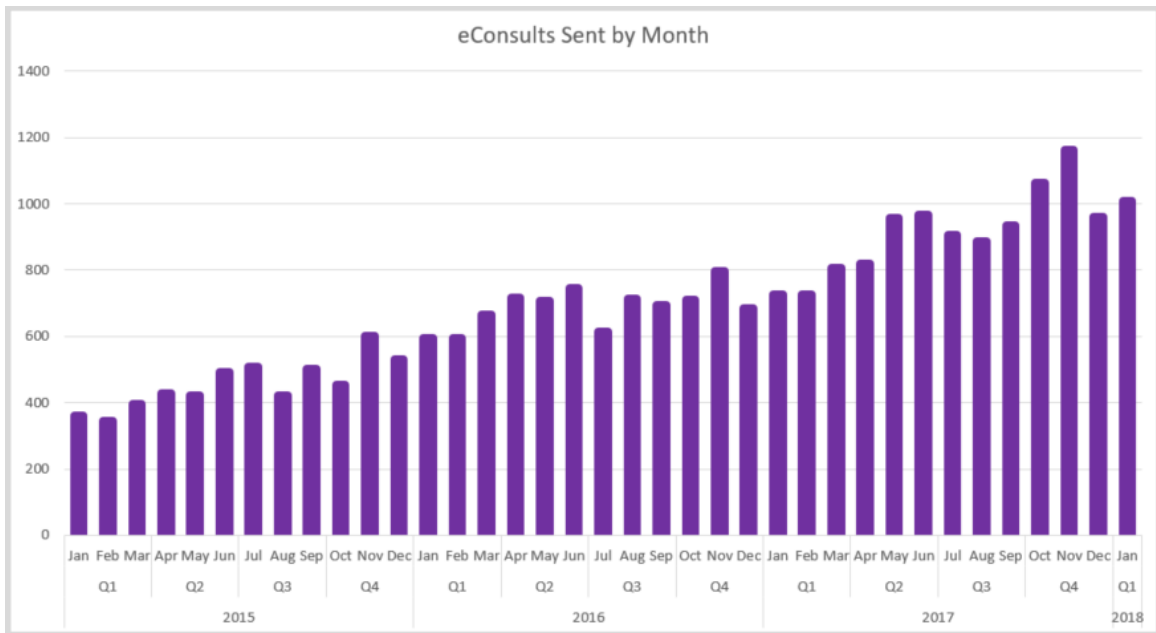
1.12   Appendix L: LHIN 12 – North Simcoe Muskoka

LHIN 12 - Provincial Product/Service % Penetration			
Product	LHIN 12 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	14%		14%
HRM (Physicians)	51%		28%
HRM (Hospitals)	100%		79%
OLIS (Physicians)*	50%	1%	39%

Penetration % may change with the identification of eligible hospital sites for eNotifications

LHIN 12 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	1	2		3	1	4
Alpha Healthcare Inc.	7			7	5	5
Canada Health Systems Inc.			1	1		1
Indivica Inc.		1		1		1
OSCAR EMR	17	8		25	13	6
P&P Data Systems Inc.		1		1		
QHR Technologies Inc.	177	76		254	194	180
TELUS	185	39	3	227	184	192
YES Medical Systems						
York-Med Systems Inc.		2		2	1	2
Total	387	129	5	521	398	391

Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

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Number of eConsults Received by LHIN 12 Specialists on OTN eConsult*
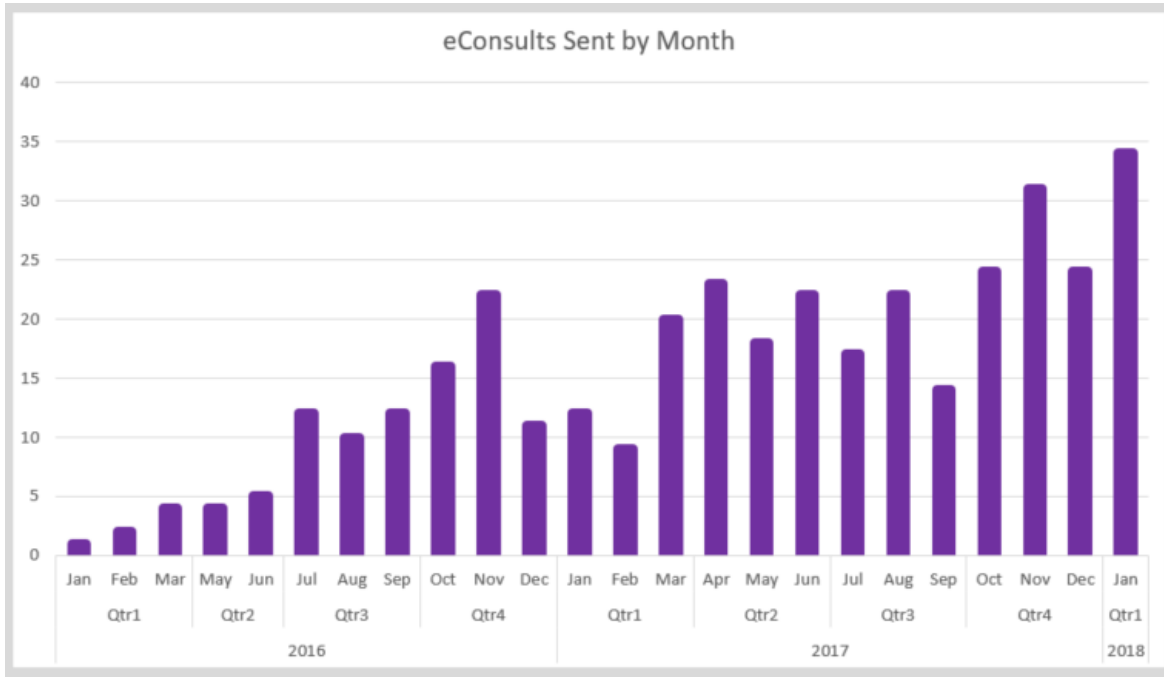
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 12 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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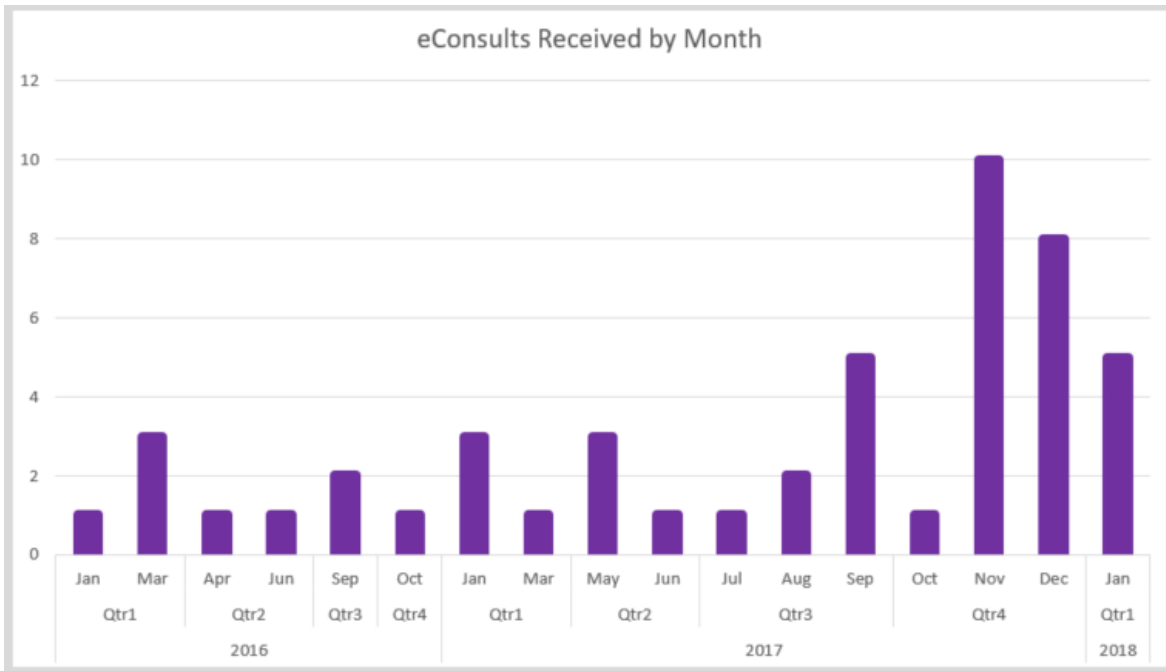
1.13   Appendix M: LHIN 13 – North East

LHIN 13 - Provincial Product/Service % Penetration			
Product	LHIN 13 Penetration[1]	Change	Ontario Average
*eNotifications (Hospitals)	39%		14%
HRM (Physicians)	10%		28%
HRM (Hospitals)			79%
OLIS (Physicians)*	43%		39%

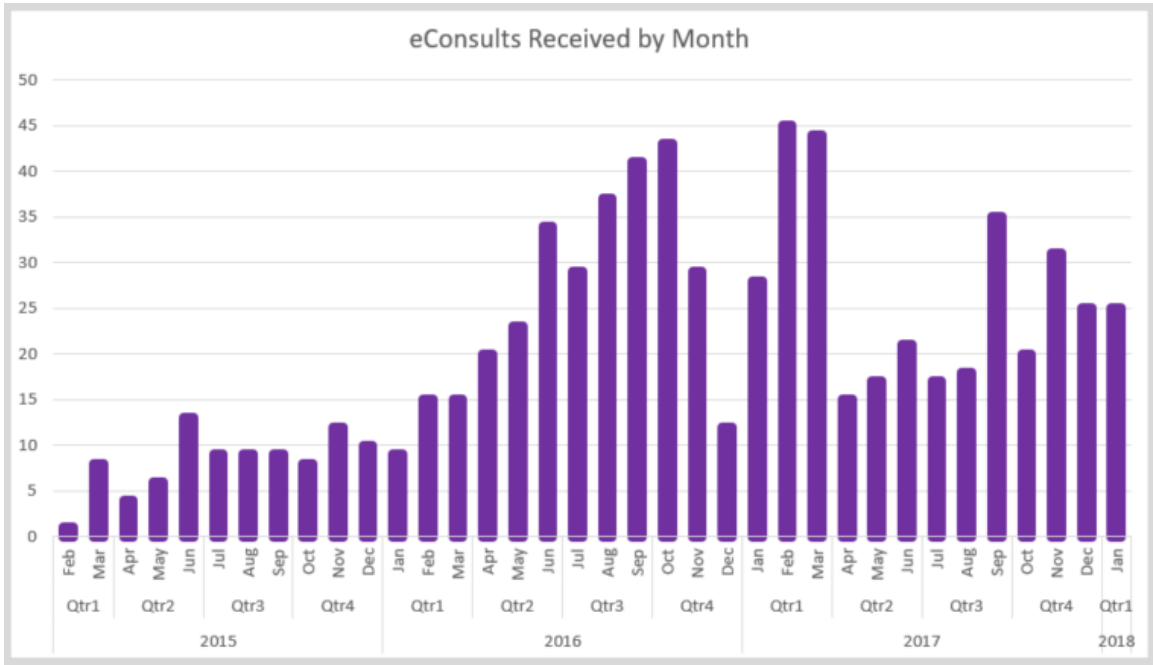*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 13 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	Physicians Live on Certified EMR[2]				HRM	OLIS* Access Through EMR
	GP	SP	Unknown	Total		
ABELSoft Corporation	1	7		8	2	4
Alpha Healthcare Inc.		1		1		1
Canada Health Systems Inc.	2			2		5
Indivica Inc.						1
OSCAR EMR	21	2		23	7	7
P&P Data Systems Inc.	31	8		39	1	5
QHR Technologies Inc.	61	23	1	85	13	89
TELUS	269	50	4	323	78	320
YES Medical Systems						
York-Med Systems Inc.	8	3		11		8
Total	**393**	**94**	**5**	**492**	**101**	**440**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*

[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Our Mission: Helping physician practices advance electronic medical records, products and services so that collectively we enhance the delivery of patient care

Number of eConsults Received by LHIN 13 Specialists on OTN eConsult*

Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 13 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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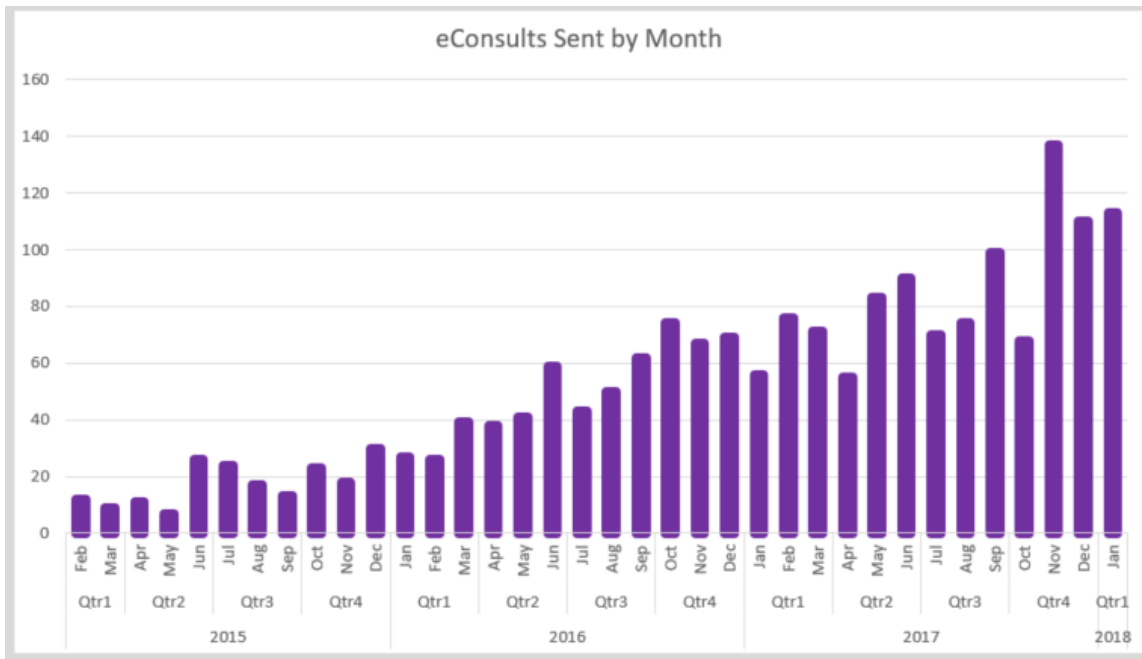
1.14   Appendix N: LHIN 14 – North West

LHIN 14 - Provincial Product/Service % Penetration			
Product	**LHIN 14 Penetration[1]**	**Change**	**Ontario Average**
*eNotifications (Hospitals)	0%		14%
HRM (Physicians)			28%
HRM (Hospitals)			79%
OLIS (Physicians)*	32%	1%	39%

*Penetration % may change with the identification of eligible hospital sites for eNotifications*

LHIN 14 - Physicians by Vendor/OntarioMD Service						
EMR Vendor	**Physicians Live on Certified EMR[2]**				**HRM**	**OLIS* Access Through EMR**
	GP	**SP**	**Unknown**	**Total**		
ABELSoft Corporation	5	1		6		6
Alpha Healthcare Inc.						
Canada Health Systems Inc.	1	3		4		4
Indivica Inc.						
OSCAR EMR	11			11		1
P&P Data Systems Inc.	18	6		24		2
QHR Technologies Inc.	30	18		48		60
TELUS	80	45	3	128		87
YES Medical Systems						
York-Med Systems Inc.						
Total	**145**	**73**	**3**	**221**		**160**

* Source: eHealth Ontario

[1] *HRM Penetration is based on Live Physicians, not Enrolled Physicians.*
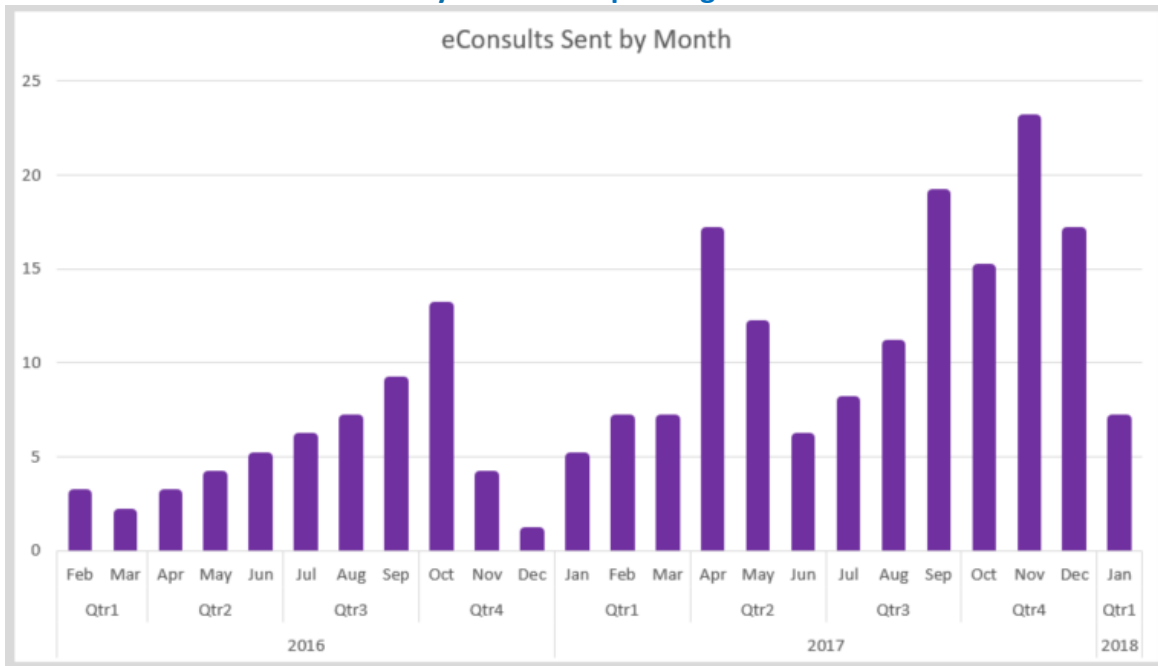
[2] *Numbers have been updated to reflect the actual number of physicians, not funding positions.*

Number of eConsults Received by LHIN 14 Specialists on OTN eConsult*
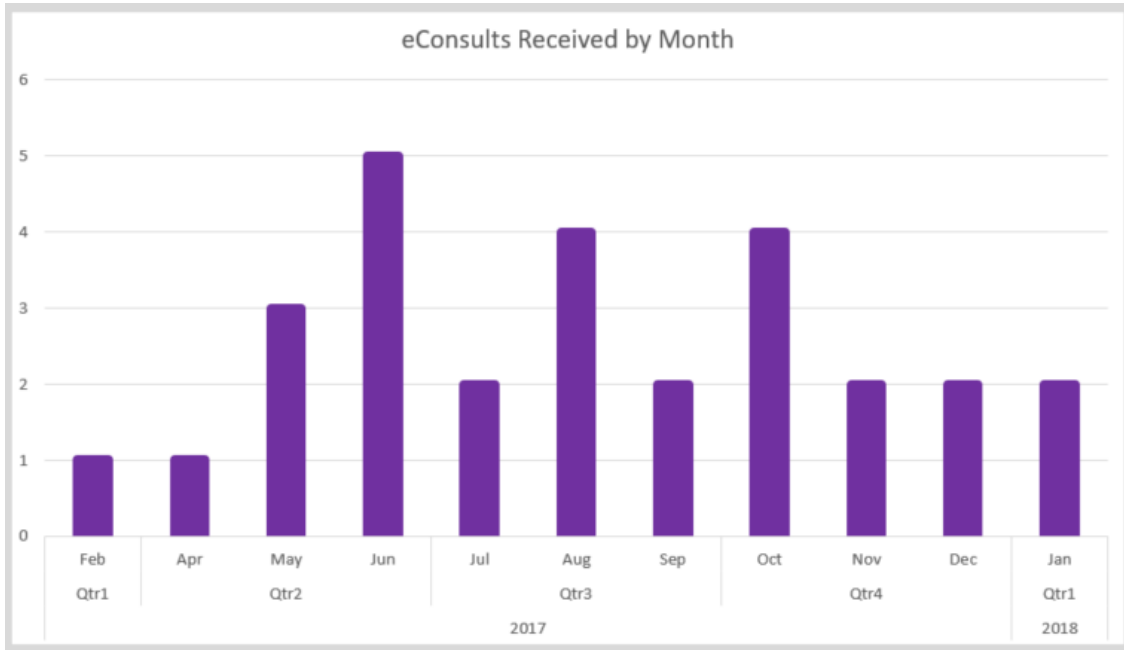
Includes eConsults from Requesting Clinicians from inside and outside the LHIN

Number of eConsults Sent by LHIN 14 Requesting Clinicians on OTN eConsult**

**Includes eConsults sent to Specialists inside and outside the LHIN*

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