

Nightingale Informatix Corp.'s Intent to Sell Canadian Business Assets

Q1: Why has Nightingale put its Canadian business assets, particularly its EMR business, up for sale?

A1: Nightingale Informatix Corp. (Nightingale) announced earlier this year that it was undergoing a strategic review process of its business, and as a result, had decided to proceed with a sale of its electronic medical record (EMR) business in Canada. On July 14, 2016, an intent to acquire Nightingale's Canadian assets was announced. The transaction process is underway and is not yet complete. The transaction is subject to the satisfaction of customary closing conditions including TSX Venture Exchange and shareholder approval.

Q2: Who is the buyer for the Nightingale Canadian business assets?

A2: Nightingale announced on July 14, 2016 that TELUS Health Solutions (TELUS) intends to acquire Nightingale's Canadian assets.

For more information about TELUS Health Solutions, please visit telushealth.com.

Q3: When will the acquisition of Nightingale's Canadian business assets be completed?

A3: The intent to sell the Canadian assets was announced on July 14, 2016 in a news release from Nightingale. In its news release, Nightingale has indicated that the acquisition is expected to be completed after the satisfaction of customary closing conditions including TSX Venture Exchange and shareholder approval. Nightingale will communicate to its clients when the acquisition has been completed.

Q4: What does TELUS intend to do with the Nightingale on Demand v.9 EMR?

A4: At this time, no immediate plans for Nightingale on Demand v.9 have been announced. Nightingale has negotiated with TELUS that the Nightingale platform will continue to be supported for a minimum period of approximately 36 months. Nightingale clients have a choice as to whether they wish to transition to a TELUS EMR offering or a different certified EMR offering.

Q5: What are the implications for physician funding from OntarioMD now that the buyer is known?

A5: There is no immediate impact on funding. All physicians who use the certified Nightingale on Demand v.9 EMR who receive funding through OntarioMD will have completed their terms and received all their funding by October 2018.

Frequently Asked Questions

Q6: Can I continue to use Nightingale on Demand v.9?

A6: OntarioMD has understood the commitment from Nightingale and TELUS is that the current product will be supported for approximately 36 months.

Q7: Will I have to move from Nightingale on Demand v.9 to one of TELUS Health Solutions' certified EMRs?

A7: Nightingale has indicated that TELUS will give Nightingale users the opportunity to transition to a TELUS Health EMR in the future. Nightingale customers will have the opportunity to continue using Nightingale on Demand v.9 and decide whether to try the TELUS EMR or move to a different certified EMR from another EMR vendor. Your OntarioMD Practice Advisor can help you decide on an option that is best for you and your practice when the time is right.

Q8: Will it cost me anything to migrate my EMR data between Nightingale and TELUS?

A8: No, if you choose to move from Nightingale on Demand v.9 to an EMR offered by TELUS, the parties have indicated that you will not incur any data migration costs. If you choose to move to a different certified EMR from another EMR vendor, it is likely that you will incur migration costs related to data in your EMR. TELUS will not cover your costs to move to another certified EMR from a different vendor.

Q9: Will TELUS change the price I pay for my EMR?

A9: Nightingale has indicated that fees and pricing terms set out in your current agreement will not change.

Q10: How can OntarioMD help Nightingale clients to transition to a new certified EMR?

A10: If you decide that you wish to transition to a TELUS EMR, TELUS will provide you with support. If however, you choose to transition to a different certified EMR from another EMR vendor, then you will need to rely on support you may receive from the new EMR vendor. In addition, OntarioMD offers some support to help you with the transition to a certified EMR.

Regardless of which option you choose, OntarioMD offers a Transition Support Program, which is an overview of points to consider when selecting a certified EMR for your practice. The program includes the support and advice of experienced Practice Advisors located across Ontario who can advise you on all aspects of the EMR procurement process from selection, contract negotiation, to implementation and training.

The Transition Support Guide can be found at:

https://www.ontariomd.ca/idc/groups/public/documents/omd_file_content_item/omd011910.html

If you choose to transition to a different certified EMR from another vendor other than TELUS, OntarioMD Practice Advisors can support you with:

Frequently Asked Questions

- Project Management – Coordinating the EMR migration and EMR data migration activities of all associated stakeholders (legacy and new EMR vendors, the physician practice, third party vendors)
- Data issue management – Triaging the Core Data Set (CDS) file, referencing the applicable OntarioMD EMR Specifications and coordinating issue resolution
- Trial migrations – OntarioMD Project Managers (PMs) may have a hands-on role during this stage and spend significant time performing comparisons of patient data between your legacy and new EMRs. This support is only provided upon request by the practice and is formally authorized and managed to ensure compliance with privacy legislation and regulations.
- Post Go-live Monitoring – Following go-live on the target EMR, the PM monitors the client for approximately 30 days to ensure that no gaps are identified.

Q11: What can I expect when I migrate my data to a different certified EMR?

A11: If you choose to transition to a different certified EMR, based on OntarioMD’s physician data migration support, the average length of an EMR migration is 160 days. If you choose to transition to a TELUS EMR, TELUS will be able to provide you with an estimate of the length of the EMR data migration.

To assist physicians, OntarioMD has published two EMR and data migration support documents (EMR and Data Migration Guide | EMR Data Migration Project Plan):

https://www.ontariomd.ca/idc/groups/public/documents/omd_file_content_item/omd013320.pdf

https://www.ontariomd.ca/idc/groups/public/documents/omd_file_content_item/omd013319.docx

OntarioMD Practice Advisors will work with you to ensure that the migration is as smooth as possible.

Q12: What experience does OntarioMD have with EMR vendors who have been acquired?

A12: OntarioMD has provided support to physicians during three other vendor transitions. Over the past five years, it has assisted over 1,000 physicians to evaluate their options and make the right decision about an EMR that is right for their practice.

Q13: When will more details about the potential sale be available?

A13: More details about the potential sale will be available from Nightingale once the transaction satisfies the customary closing conditions including TSX Venture Exchange and shareholder approval.

Frequently Asked Questions

Q14: To whom can I speak if I have more questions about the acquisition of Nightingale announcement and the impact to my practice?

A14: If you have questions regarding the Nightingale announcement, please contact Mark Crerar of Nightingale at mcrerar@nightingalemd.com.

Nightingale has indicated that you will continue to receive service from the same team. No immediate changes to hours of support are planned. If you have any questions or concerns about your existing Nightingale service, please continue to contact the Nightingale Help Desk at 1-888-207-4422.

The Nightingale news release with more details can be found at:

<http://www.nightingalemd.com/about/press-releases/pr.php?id=16>