

ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for April 2021

CAUTION: This Stakeholder Report (the “Report”) from OntarioMD Inc. (“OntarioMD”) is being made available to its Stakeholders. No representation, warranty or covenant of any kind is made in favour of any Stakeholders or any third party respecting the contents of the Report. By reviewing this Report, the reader acknowledges and confirms the foregoing. The Stakeholder must rely on its own independent investigation and analysis in connection with the matters addressed in the Report.

Table of Contents

1. EXECUTIVE NOTES	3
2. INTRODUCTION	6
3. ONTARIOMD, ONTARIO HEALTH AND ONTARIO HEALTH TEAMS	6
4. ONTARIOMD PRODUCTS AND SERVICES	6
5. QUARTERLY GROWTH BY PRODUCT/SERVICE	7
6. PRODUCTS AND SERVICES BY VENDOR AND LHIN VIEW	8
FIGURE 1: EMR ADOPTION BY PHYSICIAN TYPE AND CERTIFIED EMR VENDOR	8
FIGURE 2: EMR ADOPTION BY PHYSICIAN TYPE AND LHIN	9
FIGURE 3: PHYSICIANS PARTICIPATING IN PROVINCIAL PRODUCTS/SERVICES BY LHIN	10
FIGURE 4: PHYSICIANS LIVE ON HRM BY LHIN	11
FIGURE 5: PHYSICIANS LIVE ON OLIS BY LHIN	12
FIGURE 6: CLINICIANS WITH ONE ID	13
FIGURE 7: PHYSICIANS USING ENOTIFICATIONS BY VENDOR	14
FIGURE 8: PHYSICIANS USING ENOTIFICATIONS BY LHIN	15
FIGURE 9: ONTARIO ECONSULT PENETRATION BY INDICATOR	16
FIGURE 10: ONTARIO ECONSULT PENETRATION BY LHIN	17
FIGURE 11: ECONSULTS SENT	18
FIGURE 12: PHYSICIANS LIVE ON DASHBOARD BY LHIN	19
FIGURE 13: ONTARIOMD PRIVACY AND SECURITY TRAINING COMPLETED BY LHIN	20
FIGURE 14: ACTIVE CLINICAL VIEWER USERS BY LHIN	21
7. APPENDICES	22
1.1 APPENDIX A: LHIN 1 – ERIE ST. CLAIR	22
1.2 APPENDIX B: LHIN 2 – SOUTH WEST	24
1.3 APPENDIX C: LHIN 3 – WATERLOO WELLINGTON	26
1.4 APPENDIX D: LHIN 4 – HAMILTON NIAGARA	28
1.5 APPENDIX E: LHIN 5 – CENTRAL WEST	30
1.6 APPENDIX F: LHIN 6 – MISSISSAUGA HALTON	32
1.7 APPENDIX G: LHIN 7 – TORONTO CENTRAL	34
1.8 APPENDIX H: LHIN 8 – CENTRAL	36
1.9 APPENDIX I: LHIN 9 – CENTRAL EAST	38
1.10 APPENDIX J: LHIN 10 – SOUTH EAST	40
1.11 APPENDIX K: LHIN 11 – CHAMPLAIN	42
1.12 APPENDIX L: LHIN 12 – NORTH SIMCOE MUSKOKA	44
1.13 APPENDIX M: LHIN 13 – NORTH EAST	46
1.14 APPENDIX N: LHIN 14 – NORTH WEST	48

1. Executive Notes for March

OMD welcomed its [new Chief Medical Officer, Dr. Chandi Chandrasena](#). Dr. Chandrasena brings to OMD her 20 years of experience as a family physician practicing in Ottawa and was a former OMD Physician Peer Leader who has mentored many of her colleagues to use EMRs and digital health tools effectively to enhance patient care. As CMO, she is providing clinical advice at provincial and national tables and clinician advisory groups and is instrumental in forging system-level partnerships.



Client Service & Engagement Teams – Support and Onboarding

OntarioMD (OMD) continues to raise awareness of digital health and virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively during COVID-19 and beyond. More than 30,000 clinicians, practice staff and diverse stakeholders have used at least one OMD product or service. Demand for education remains steady as more physicians are onboarded to digital health tools for daily use and shift to virtual care tools when appropriate. OMD has continued to see high demand for digital health tools such as HRM®, OLIS and the ConnectingOntario ClinicalViewer that specifically assist clinicians in supporting their patients with COVID-19 assessment results.

COVaxON Training for Clinicians

OMD was asked by the Ministry of Health (MOH) to participate in the pilot to roll out the AstraZeneca COVID-19/COVISHIELD vaccine to Ontarians 60 to 64 years of age in primary care settings in six Public Health Units (PHUs). The pilot was subsequently expanded to include all 34 PHUs and additional age ranges as well as vaccine types. OMD’s role is to assist primary care practices to onboard and use the provincial COVaxON vaccine management tool, which is a mandatory requirement for those administering COVID-19 vaccinations. OMD is providing its expertise in virtual learning for primary care providers by offering a series of webinars to train them on COVaxON. The webinars are role-based; with one session focussed on the clinical workflow and a second session on complete end-to-end training of the COVaxON tool for clinic managers, IT leads or clinician leads. As at the end of April, OMD has held 36 training sessions with more than 1,500 attendees.

OMD continues to add more training webinars and resources for primary care clinicians and their staff in all PHUs. Clinicians and staff can [register for the training sessions](#), access resources such as Job Aids, view previous recordings of the sessions, and contact OMD for support by email at COVaxON.Support@ontariomd.com. The website is updated weekly with new training sessions.

OntarioMD has also developed a number of [EMR specific toolkits](#) to assist primary care practices with identification of eligible patients for vaccinations and to assist with recording vaccinations in the EMR.

Digital Health and Virtual Care Curriculum for Clinicians

OMD regularly contributes its thought leadership on diverse digital health and virtual care topics from the clinician perspective. Clinicians and practice staff can [register for our webinars](#) on OntarioMD.ca. The webinars are accredited for family physicians and specialists.

[Registration is now open](#) for OMD Educates: Digital Health and Virtual Care Day on September 30, 2021. Planning is underway to offer attendees another exciting program of valuable and relevant sessions.

Communications to Clinicians

The [April 2021 Digital Health eTips newsletter](#) was sent to clinicians and included a variety of practical information to inform clinician practices and promote the use of digital and virtual tools.

OMD and the OMA coordinated communications to physicians about the **retirement of the ONE® Mail Direct** secure provider-to-provider email service. We shared Ontario Health’s FAQ and developed a supplementary FAQ to help physicians who have a ONE Mail Direct account to understand their options, including the good value provided by TeraMach, the third-party vendor selected by Ontario Health.

1. Executive Notes for March Continued

OMD Privacy and Security Training Module and Resources

Physicians, as health information custodians (HICs) under the *Personal Health Information Protection Act* (PHIPA), need to be kept up to date on this privacy legislation and educate themselves and their staff on how to fulfill their obligations to protect Personal Health information (PHI) on an ongoing basis. OMD’s online Privacy and Security Training Module meets this need by offering education on key topics such as safeguarding PHI from breaches and security incidents, and how to comply with PHIPA obligations. The training is more important than ever as clinicians use additional virtual care tools. Family physicians earn 2 Mainpro+ credits for completing the training. Specialists can claim 2 credits/hour under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project. OMD recommends that clinicians and their staff refresh their privacy and security knowledge by completing the training annually.

Close to 4,000 clinicians and their practice staff have completed the training, which is available in both French and English at OntarioMD.ca. The module is updated with the latest information and can be accessed from any internet-connected device. OMD continues to develop new collateral that covers important privacy and security topics. The availability of new resources is shared with clinicians through the Digital Health eTips newsletters. The latest resource is [Tips for Data Protection](#).

Virtual Care Resources

OMD continues to add virtual care resources for clinicians on OntarioMD.VC and OntarioMD.ca from partners and vendors. Up-to-date guidance on policy and billing for virtual for physicians is available on the OMA website.



Ontario Virtual Care Clinic

OMD and the OMA continue to support the Ontario Health’s (OTN) Ontario Virtual Care Clinic (OVCC) at seethedoctor.ca to serve patients who cannot access their family physician or do not have a family physician. To date, the OVCC has provided service to over 30,000 patients. OMD provides support to OVCC physicians, monitors referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand. The service has seen a recent and growing uptick in activity resulting in recruitment of additional physicians to support the ongoing service.

Health Report Manager: Contributing to Timely Care During COVID-19

COVID-19 Vaccine Notifications - HRM® enables hospitals to deliver medical notes related to vaccine distribution to primary care clinicians. A few hospitals are sending notes related to vaccines to primary care EMRs with their existing HRM integration. OMD is also working with the Ministry of Health (MOH) to enable integration of the COVaxON COVID-19 Vaccination Management System with HRM for the purpose of sharing the patient’s vaccination report with primary care. The integration is anticipated for May 2021. Any point of care utilizing MOH’s COVaxON system will have the capability to notify the patient’s primary care provider of their vaccination. Primary care providers who were identified by the patient at the time of vaccine administration in COVaxON will receive the COVID-19 vaccination report through HRM. OntarioMD, Ontario Health and the Ministry of Health are also looking at alternative options such as integrating with CAPE (Client Agency Program Enrolment) (based on Ministry enrollment data) to be available in the near future.

COVID-19 Test Result Notifications - HRM® is delivering notifications to primary care providers’ EMRs to notify them that positive COVID-19 test results are available for their patients in the Ontario Laboratories Information System (OLIS). OMD worked with Ontario Health to implement this valuable sharing of patient information. To date, more than 3.9 million COVID-19 test result notifications have been delivered to clinicians.

COVID-19 Discharge Reports - HRM® is delivering discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the more than 2 million reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to the EMRs of more than 12,000 clinicians.

HRM® Sending Facilities and Report Types - To look up hospitals and specialty clinics using HRM and the Report Types they send, please visit the [HRM Sending Facilities page](#).

1. Executive Notes for March Continued

Physician Office Integration (POI) Transition to HRM® – Clinicians in the North East LHIN were notified that they will begin receiving diagnostic imaging and medical record reports in their EMRs from HRM as of April 5, 2021. North Bay Regional Health Centre, Sault Area Hospital, and West Parry Sound Health Centre are sending eNotifications through HRM. North Bay Regional Health Centre, Sault Area Hospital, and West Parry Sound Health Centre will be going live with medical records and diagnostic imaging reports through HRM in late 2021.

HIS Changes - The HRM® team is monitoring HRM feeds for upcoming HIS upgrades to ensure report delivery to clinicians is not disrupted and are working as clinicians expect. The team is also monitoring impact on clinicians resulting from changes to medical record report formats.

Insights4Care Program

OntarioMD is initiating a pilot, beginning this fiscal year, to establish a centrally managed i4C Dashboard (Common Dashboard) that can integrate with all certified EMR vendor offerings. Planning for the first phase of the pilot is underway, including discussions with an EMR vendor and external solution provider to confirm participation in the pilot. The i4C Program continues to recruit more clinician users for adoption of the current i4C Dashboard available within four EMR offerings – TELUS PSS, YMS, QHR Accuro®, and AwareMD. The i4C Advisory Service is looking to continue support for Remote Care Monitoring by leveraging EMR-based tools to help primary care practitioners identify and refer patients with chronic diseases (COPD, CHR, Diabetes) into the provincial Telehomecare program for remote care and monitoring. The i4C Program is exploring opportunities to continue support for the Ontario Health – North (OHN) pilot that took place last year in addition to expanding support to additional OHTs and health care practices through new initiatives.

EMR-integrated Digital Forms Platform

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OntarioMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. MTO's Driver Medical Review forms will be the first available through the system with a target for the first clinician user live by June 30, 2021. The platform will be flexible to support a wide variety of health-related forms, as well as integration with HRM for direct filing of form submissions into the patient's chart within the EMR. OMD is exploring partners beyond MTO to leverage this functionality.



Dynacare Lab eOrdering Pilot: OMD is working with Dynacare on an eOrdering pilot that will see development of eOrdering integration with up to three OMD-certified EMR offerings and Dynacare, piloting eOrdering services at Dynacare Collection Centres and evaluation of the results against Key Performance Indicators (KPI). Dynacare and OMD will work to explore provincial scalability and expansion to other EMR vendor products and additional provinces.

Infoway and OMA: OMD is supporting Infoway and the OMA on virtual care and privacy & security education for clinicians through regular virtual care webinars and other tooling. In April, OMD conducted one of four webinars on virtual care and privacy & security to an audience of 150 attendees. For more information, please visit [OMD Educates](#).

Kingston General Asthma Unit: Through a grant opportunity, OMD and The Asthma Research Unit (ARU), based out of the Department of Medicine at Queen's University, partnered to research asthma tools and indicators. The ARU's area of focus is centred around asthma symptom perception and lung mechanics, cough variant asthma, asthma epidemiology, asthma guidelines, and knowledge translation, as well as asthma management.

Ministry of the Solicitor General: OMD is supporting the Ministry of the Solicitor General in its exploration around EMRs to improve patient care in correctional facilities across Ontario.

OMD Certification Program

OMD Certification Program and the Government of New Brunswick EMR Program continue to work together in finalizing the operational governance and activities. The monthly EMR Vendor Session for April 2021 provided EMR vendors visibility to the EMR Integration roadmap for 2021.

Two NB Certification - Stage 1 engagements were conducted in collaboration with Government of New Brunswick, OMD, and the respective vendors (Alpha Global, TELUS Health).

Note: The Microsoft Power BI interactive version of this report features a colour palette for improved visual accessibility for users.

2. Introduction

The purpose of this report is to provide a monthly update on the provincial view of community-based family physicians’ and community specialists’ adoption and optimized use of certified EMRs and digital health tools and 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 increasingly proficient EMR users, [OntarioMD](#) assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians’ access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario’s Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

What We Do

- Connect clinician practices to OntarioMD’s digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
- Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health’s Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health’s Digital Services (formerly eHealth Ontario).
- Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
- Provide in-depth, hands-on support for physicians’ quality improvement and population health management goals through our i4C Advisory Service’s experienced staff.
- Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
- Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
- Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

4. OntarioMD Products and Services

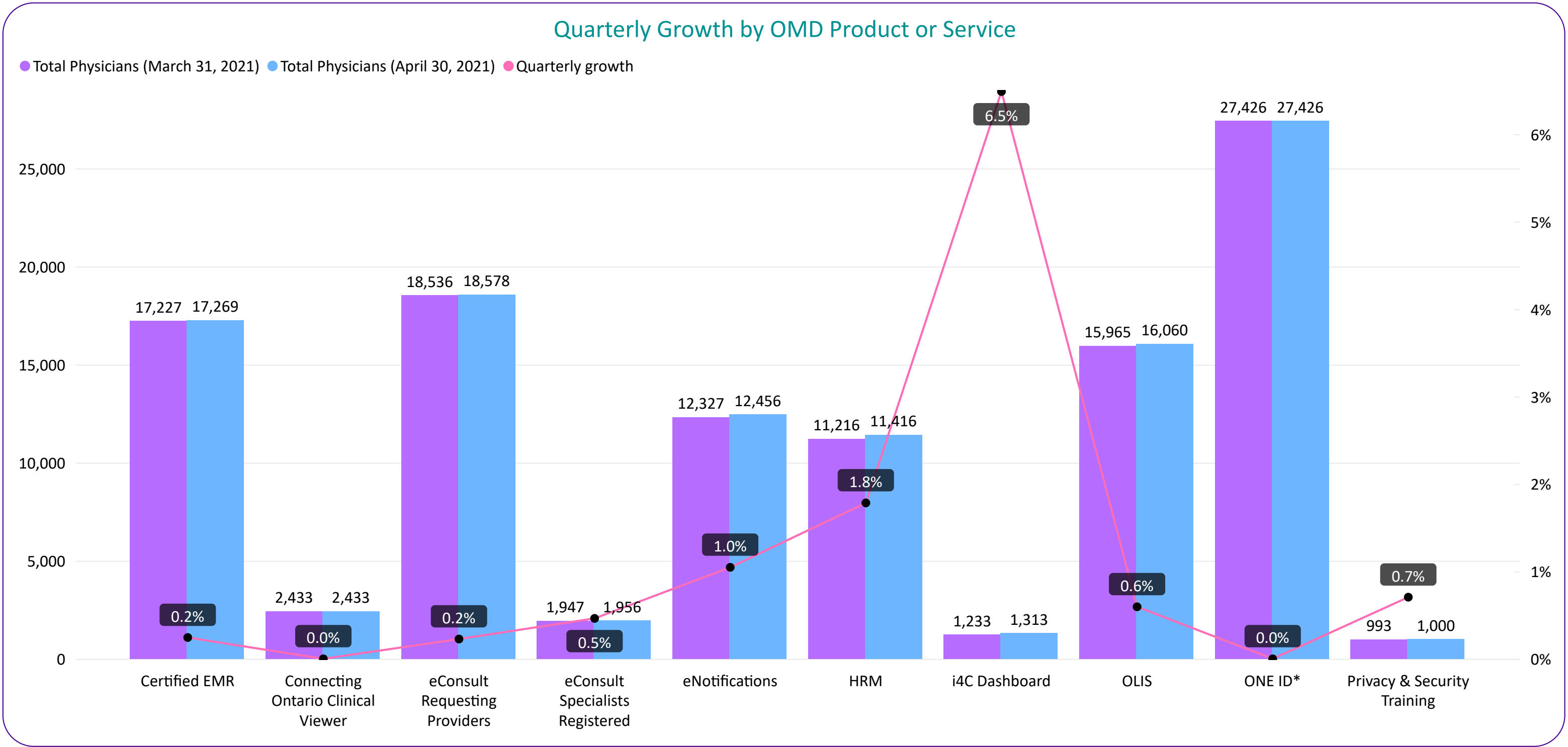
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), 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 to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our [Products & Services brochure](#).

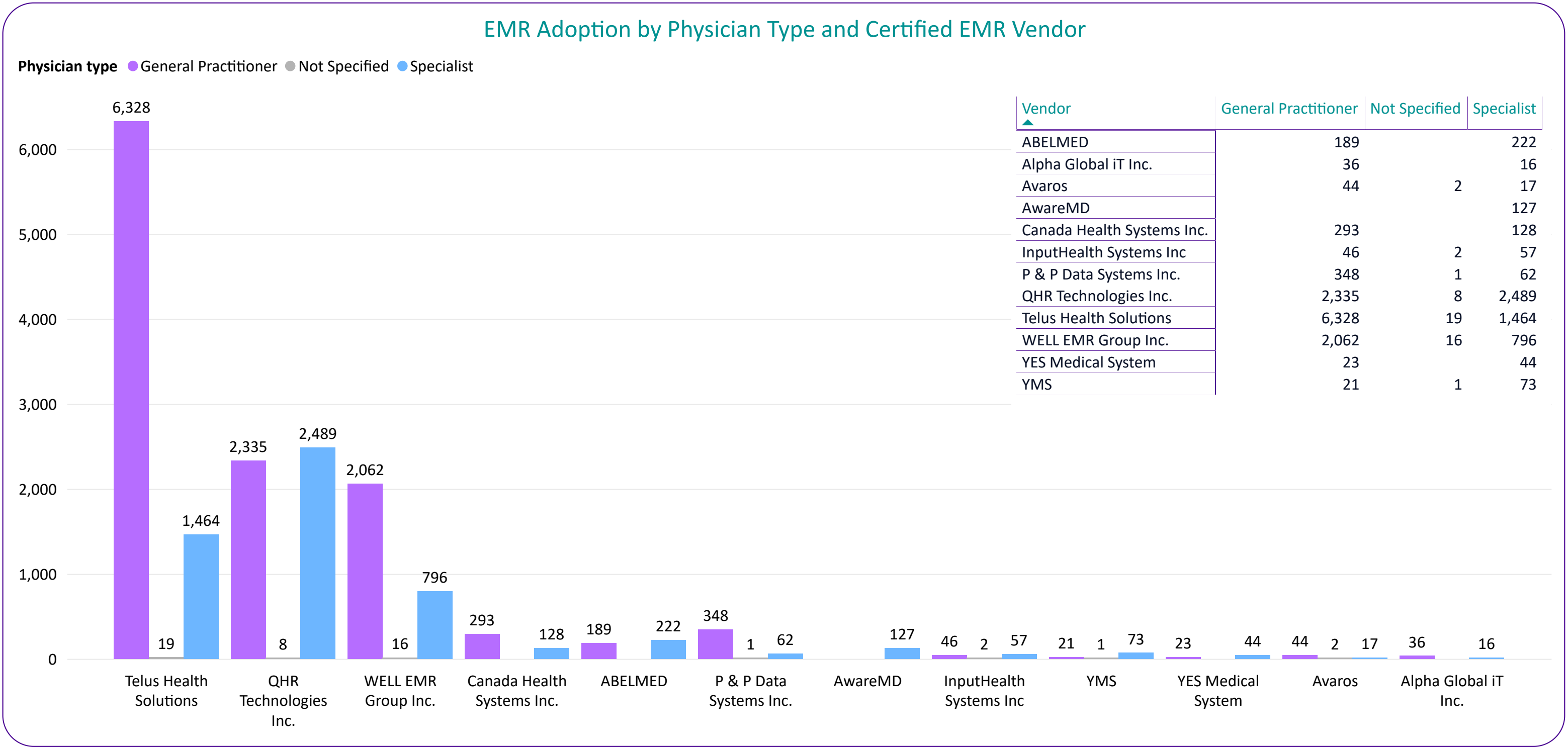
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

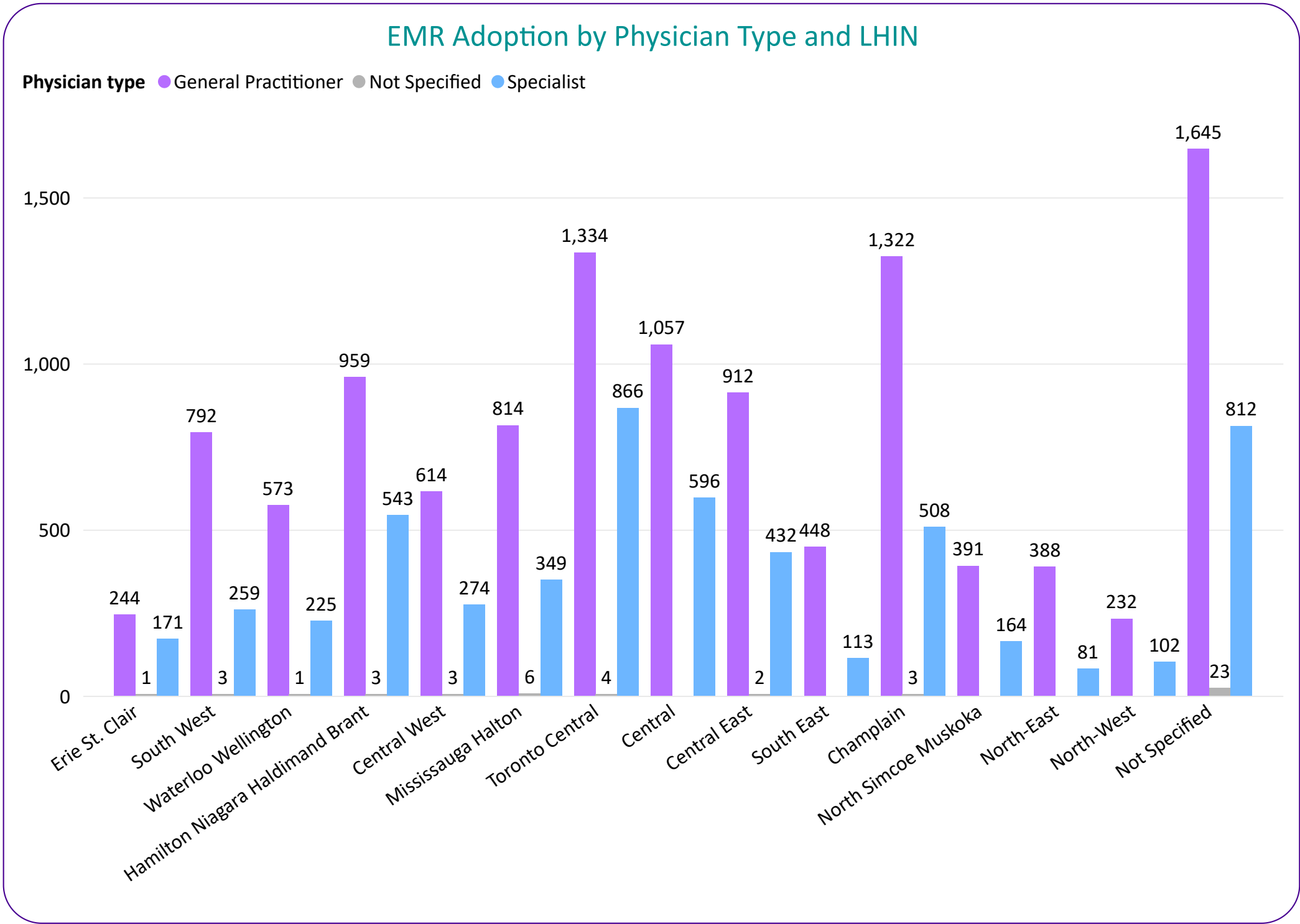
6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



*Source of the data is OntarioMD’s CRM system.

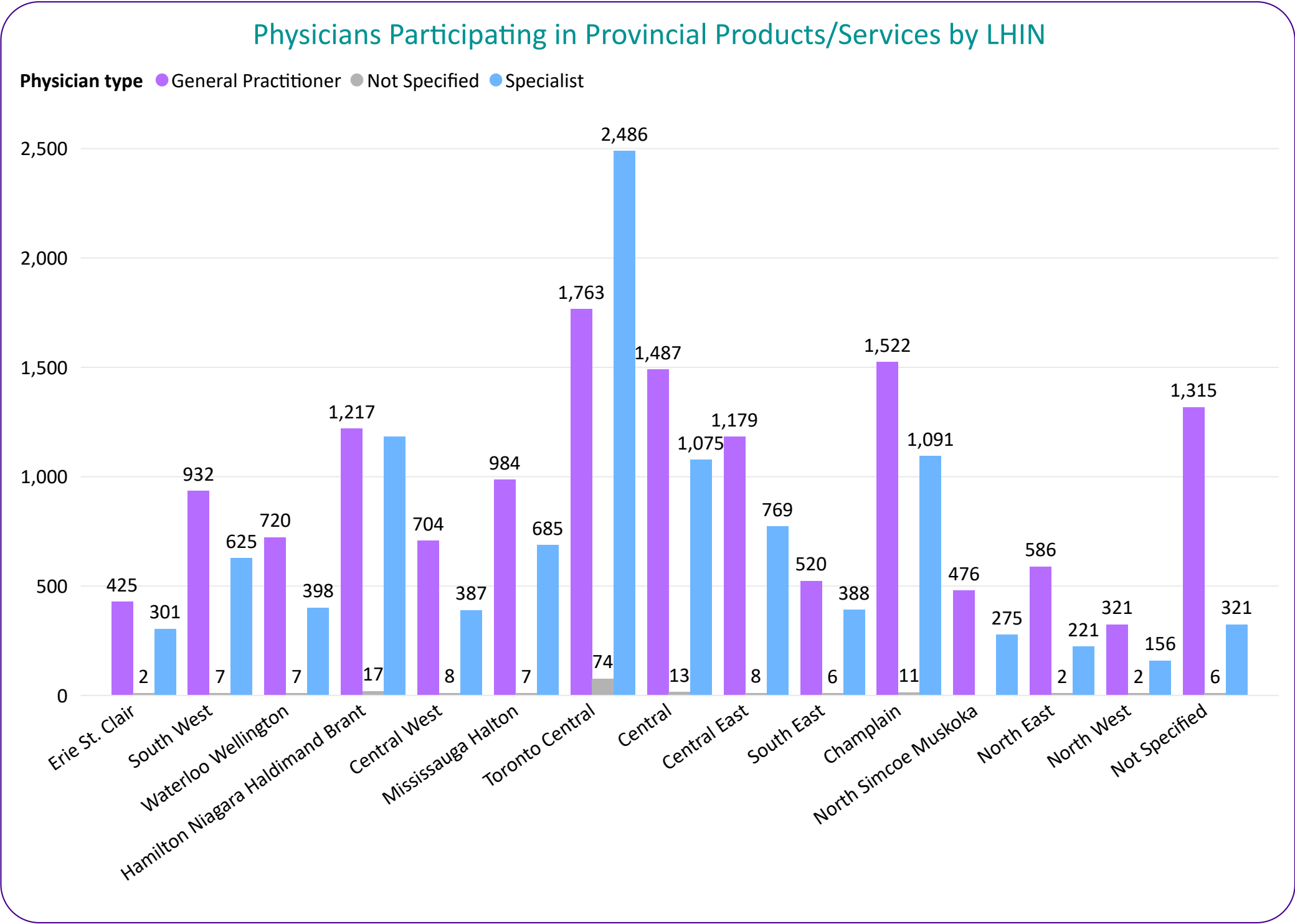
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	244	1	171
South West	792	3	259
Waterloo Wellington	573	1	225
Hamilton Niagara Haldimand Brant	959	3	543
Central West	614	3	274
Mississauga Halton	814	6	349
Toronto Central	1,334	4	866
Central	1,057		596
Central East	912	2	432
South East	448		113
Champlain	1,322	3	508
North Simcoe Muskoka	391		164
North-East	388		81
North-West	232		102
Not Specified	1,645	23	812

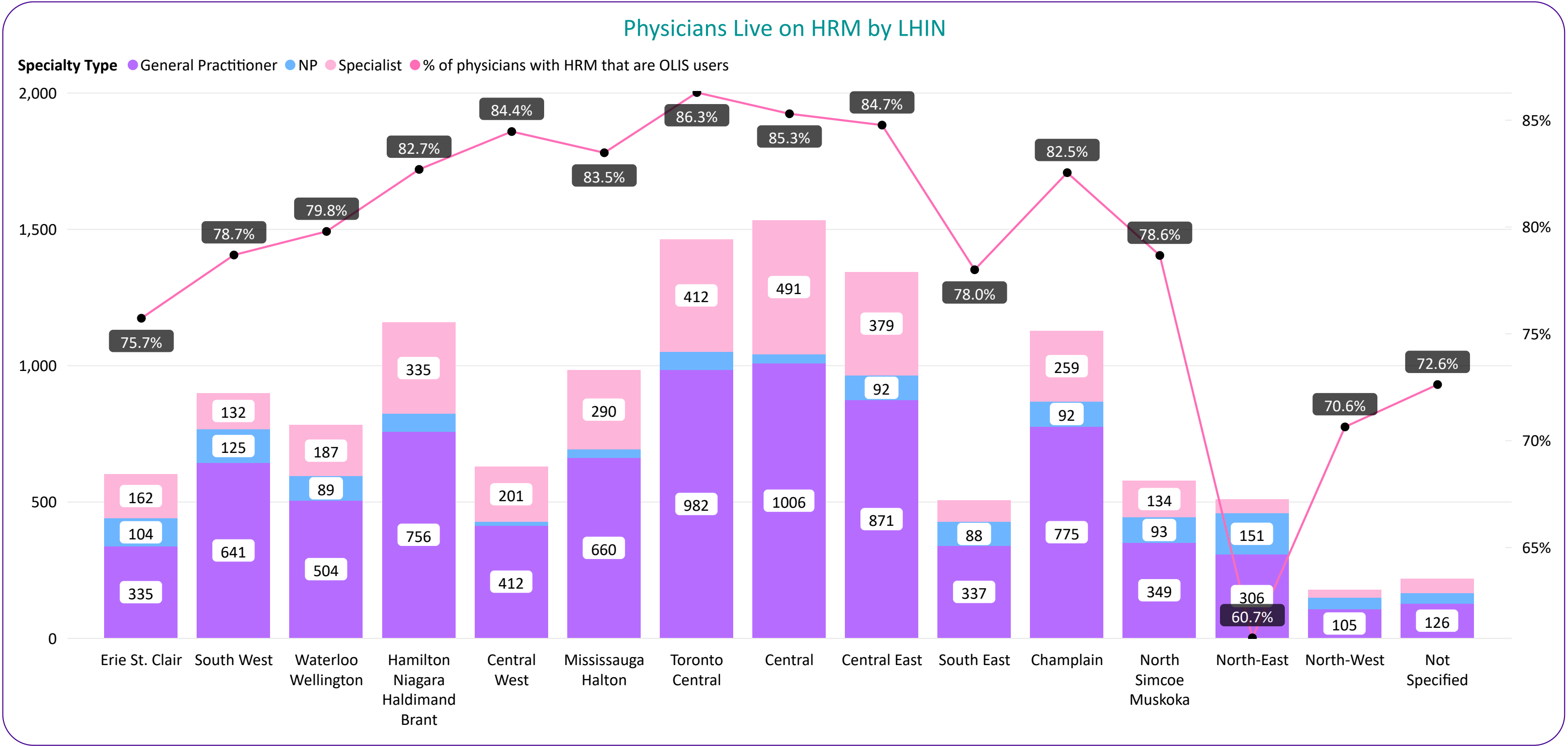
*Source of the data is OntarioMD’s CRM system.

Figure 3: Physicians Participating in Provincial Products/Services by LHIN



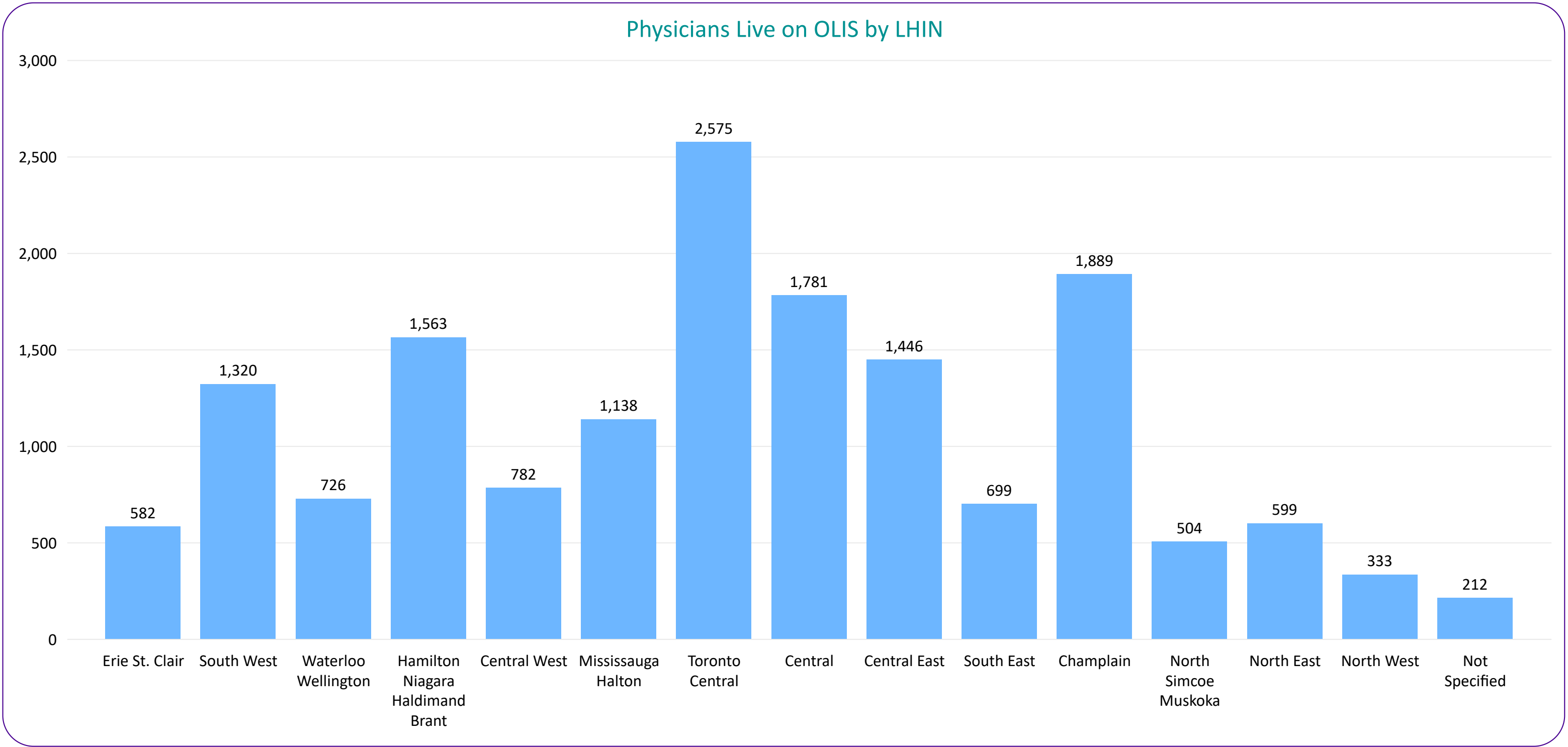
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	425	2	301
South West	932	7	625
Waterloo Wellington	720	7	398
Hamilton Niagara Haldimand Brant	1,217	17	1,180
Central West	704	8	387
Mississauga Halton	984	7	685
Toronto Central	1,763	74	2,486
Central	1,487	13	1,075
Central East	1,179	8	769
South East	520	6	388
Champlain	1,522	11	1,091
North Simcoe Muskoka	476		275
North East	586	2	221
North West	321	2	156
Not Specified	1,315	6	321

Figure 4: Physicians Live on HRM by LHIN



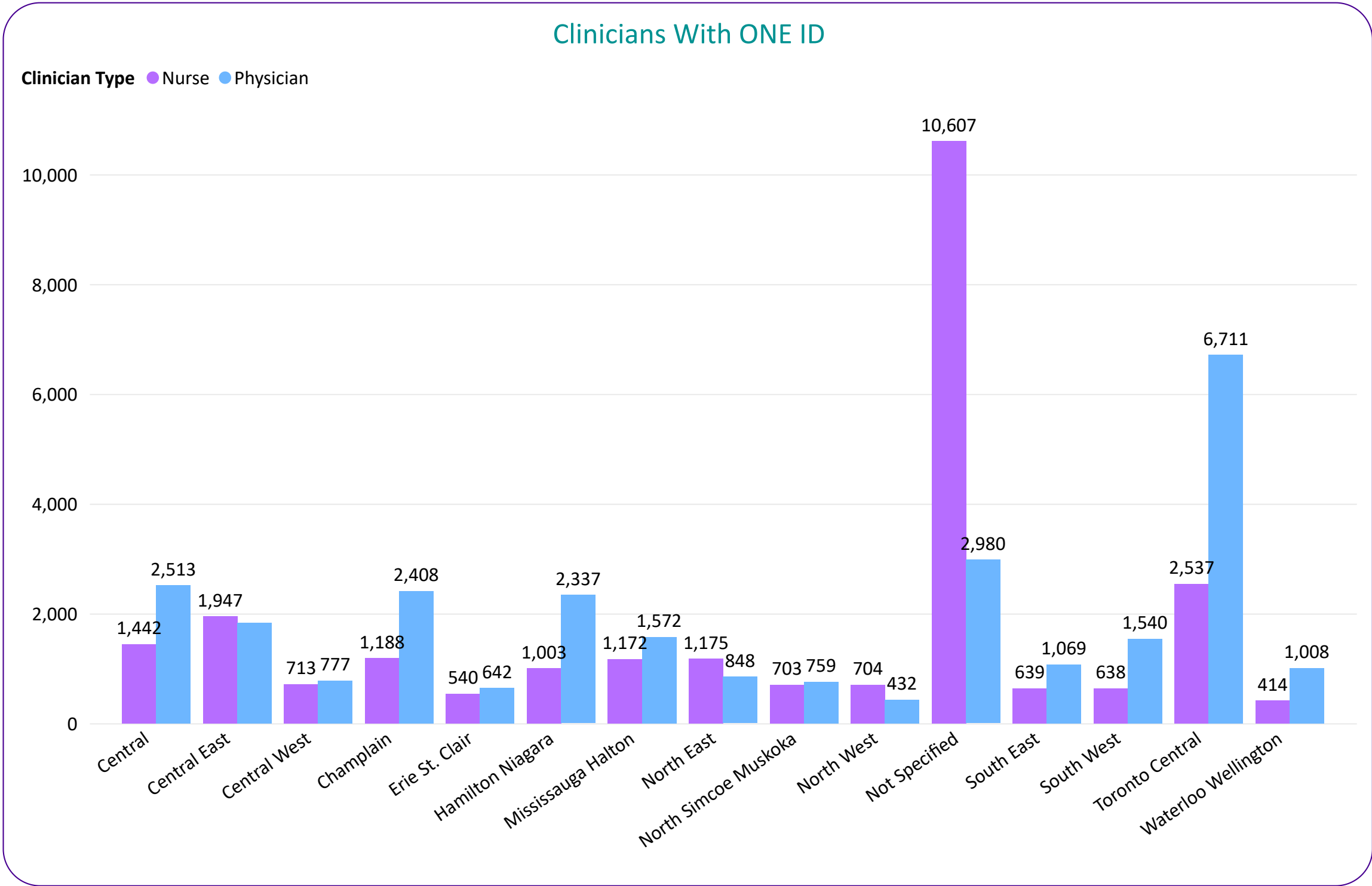
*Source of the data is OntarioMD’s CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

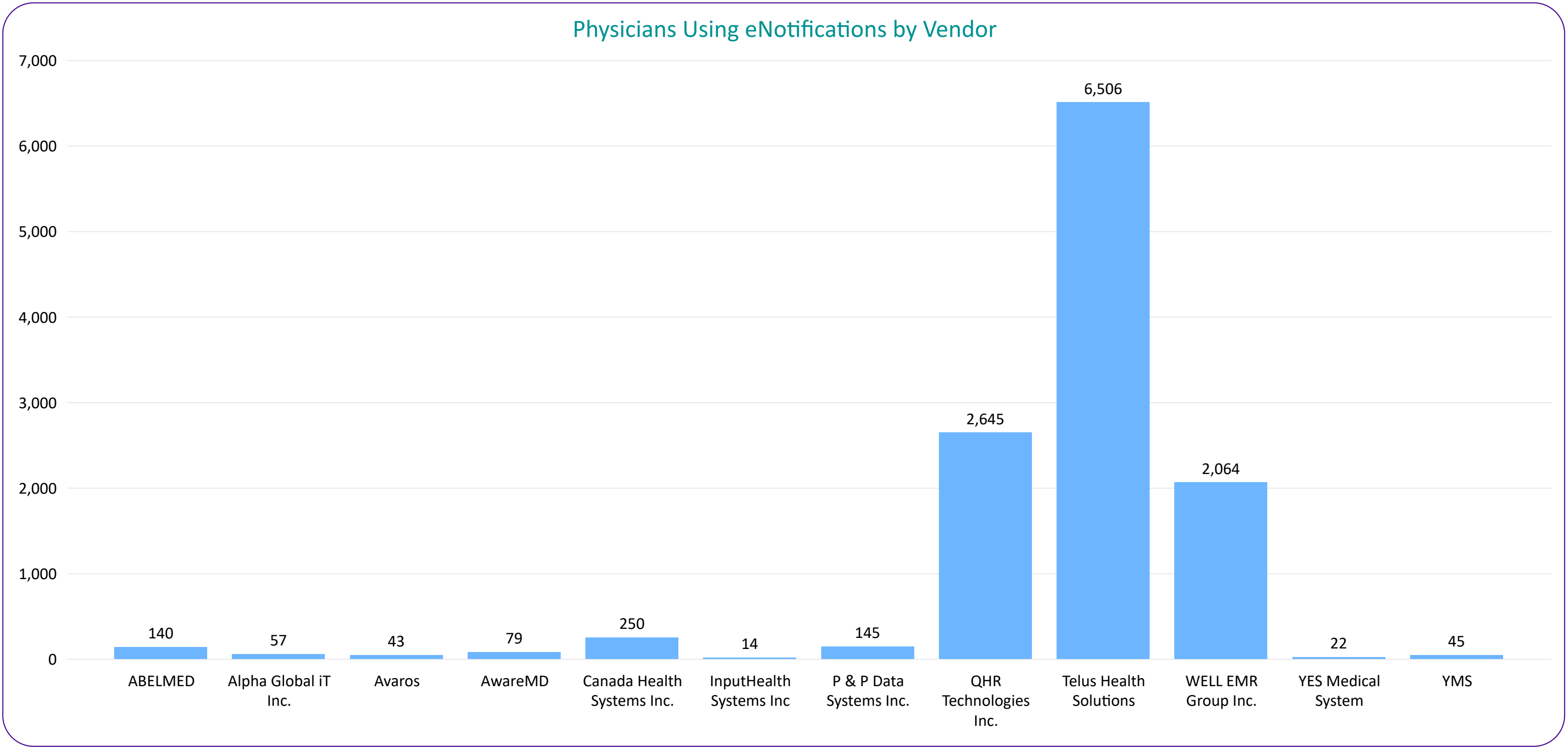
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Central	1,442	2,513
Central East	1,947	1,830
Central West	713	777
Champlain	1,188	2,408
Erie St. Clair	540	642
Hamilton Niagara	1,003	2,337
Mississauga Halton	1,172	1,572
North East	1,175	848
North Simcoe Muskoka	703	759
North West	704	432
Not Specified	10,607	2,980
South East	639	1,069
South West	638	1,540
Toronto Central	2,537	6,711
Waterloo Wellington	414	1,008

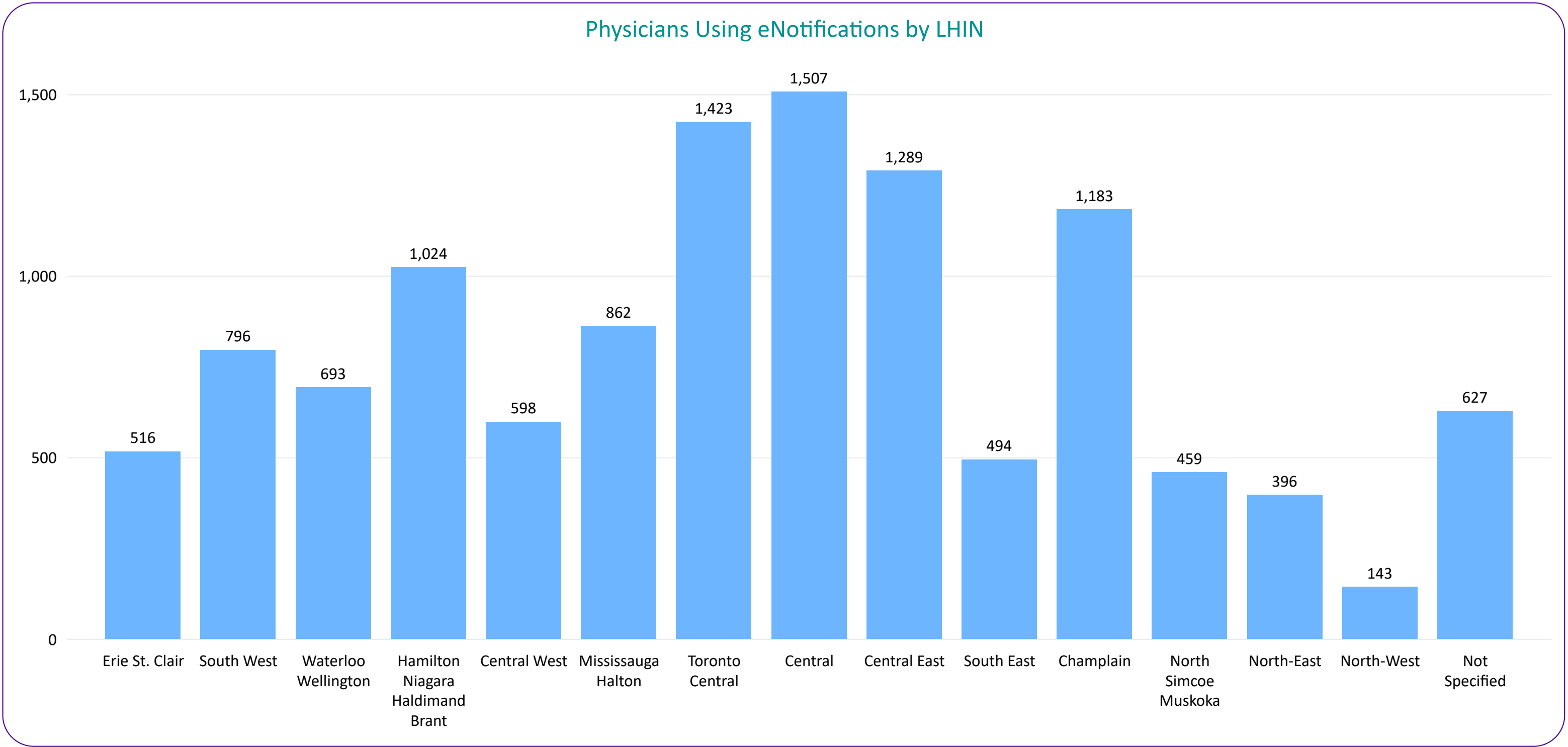
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



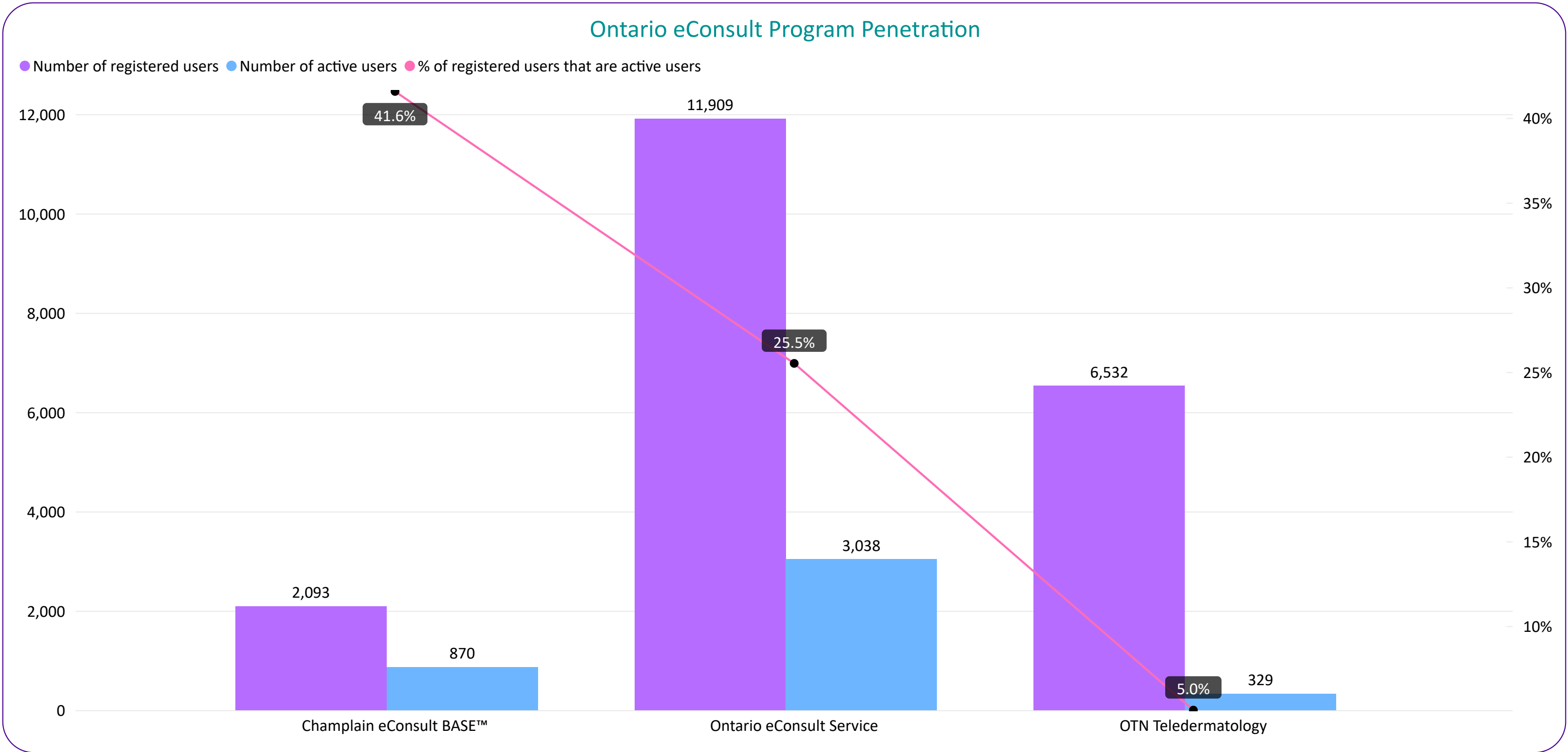
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



*Source of the data is internal files for tracking eNotifications.

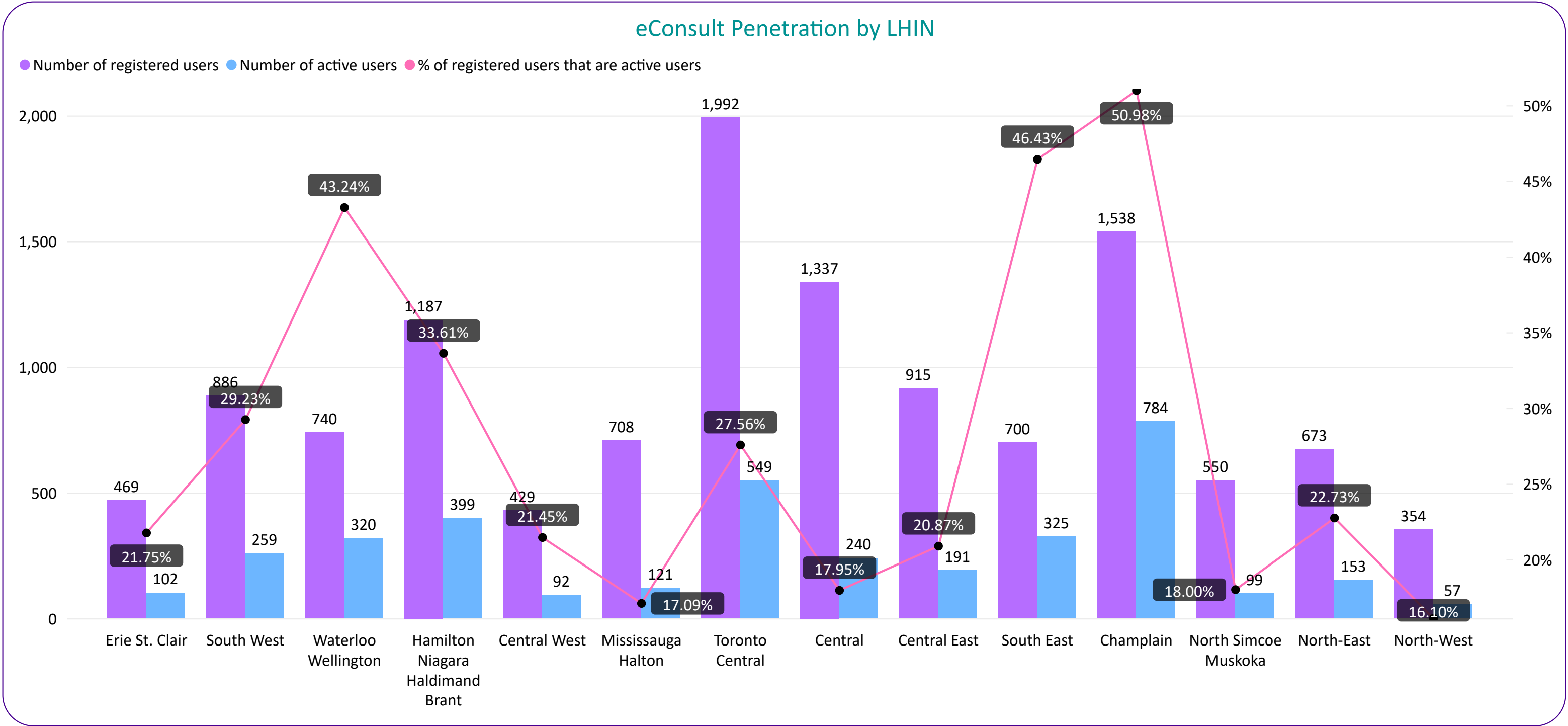
Figure 9: Ontario eConsult Program Penetration



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Includes PCPs & Specialists.

Figure 10: eConsult Penetration by LHIN

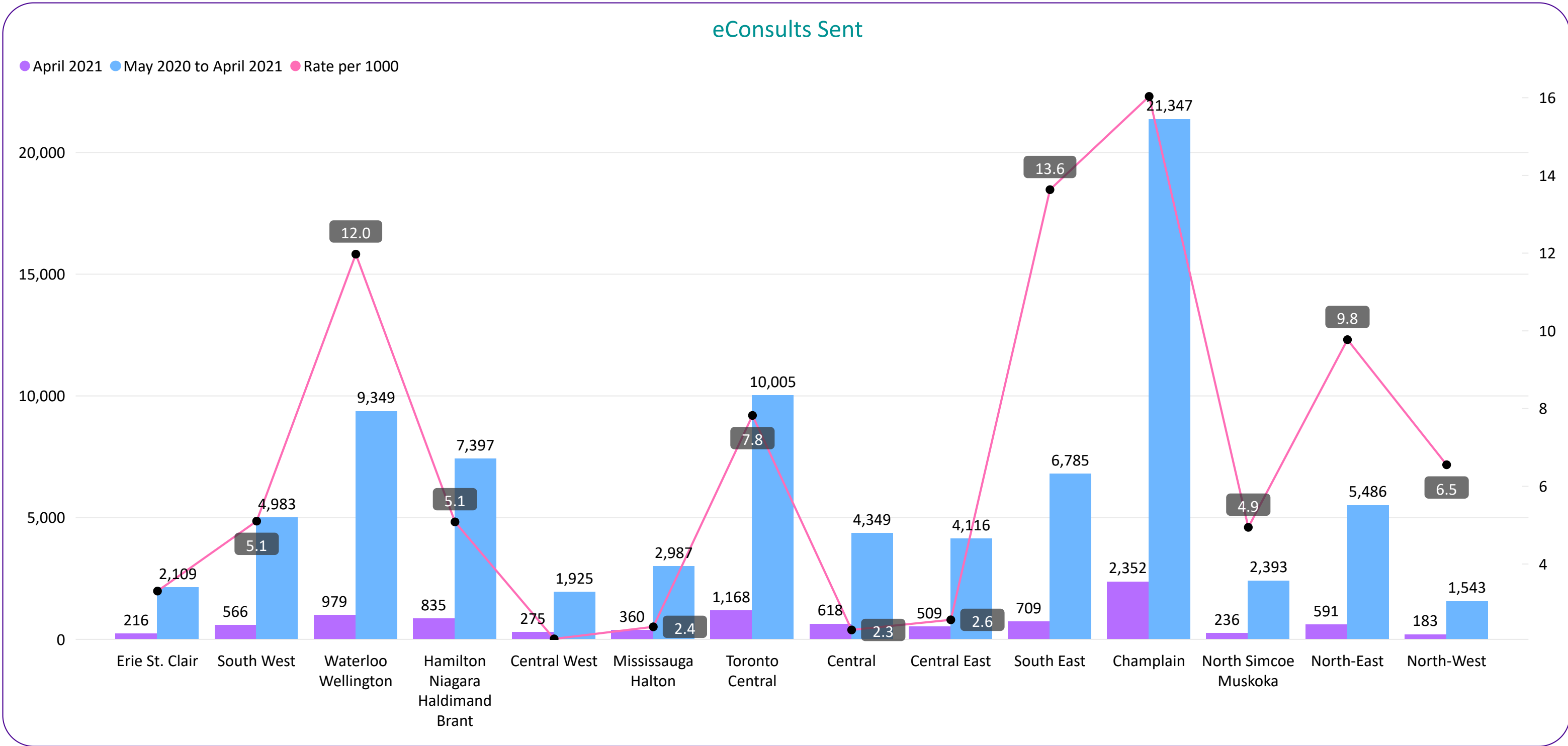


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Champlain LHIN numbers represent Champlain eConsult BASE™ Service users. All other numbers represent Ontario eConsult Service users.

***Includes PCPs and Specialists.

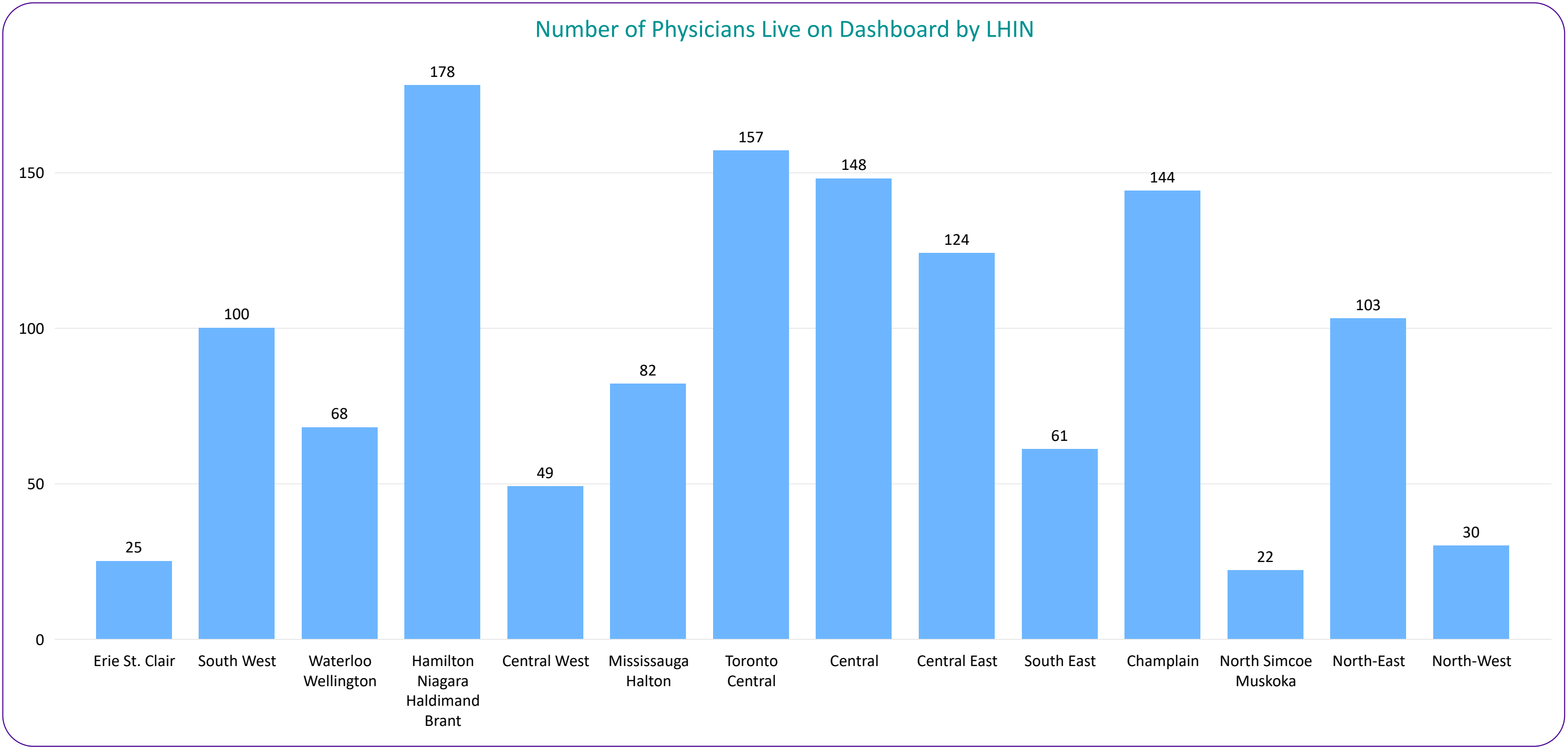
Figure 11: eConsults Sent



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

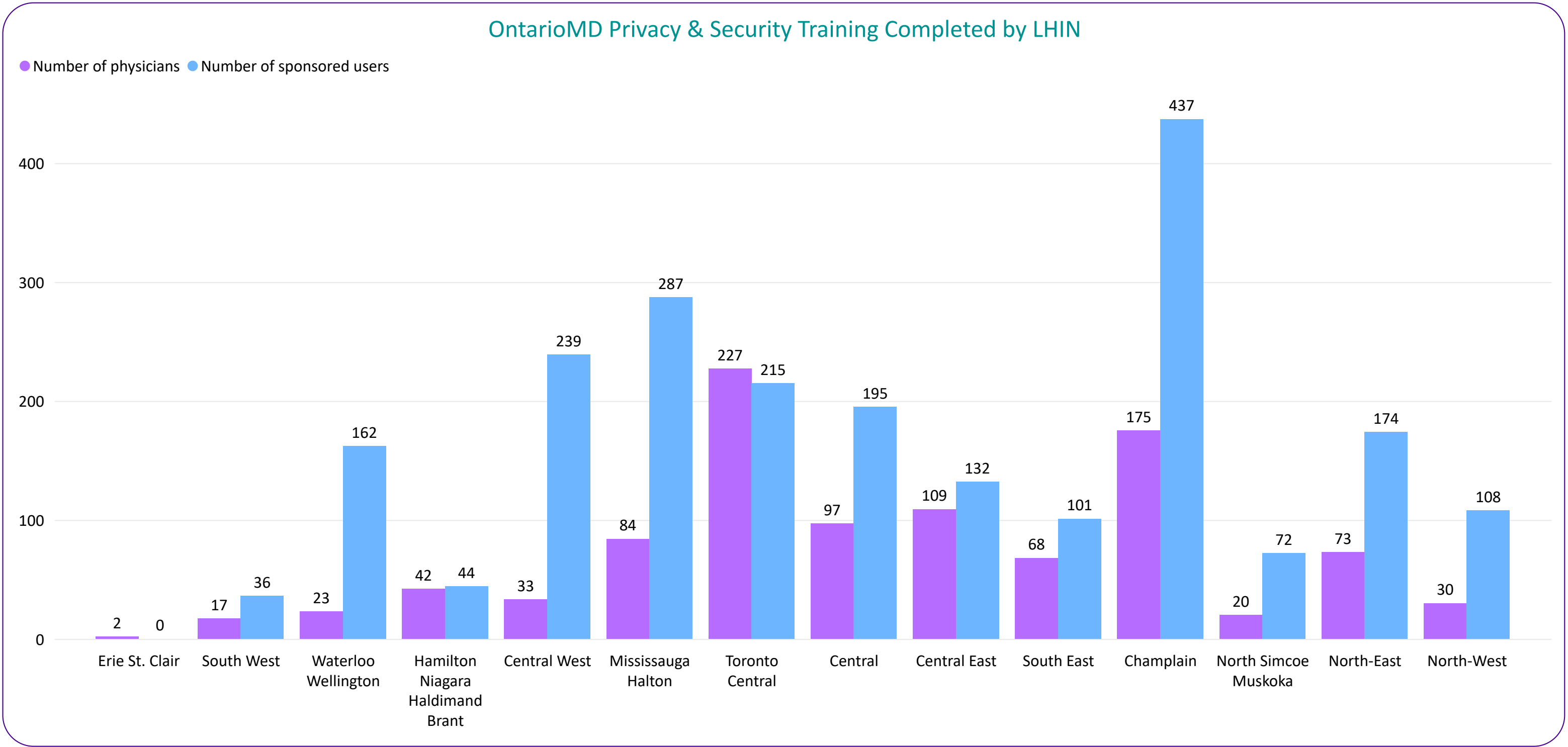
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



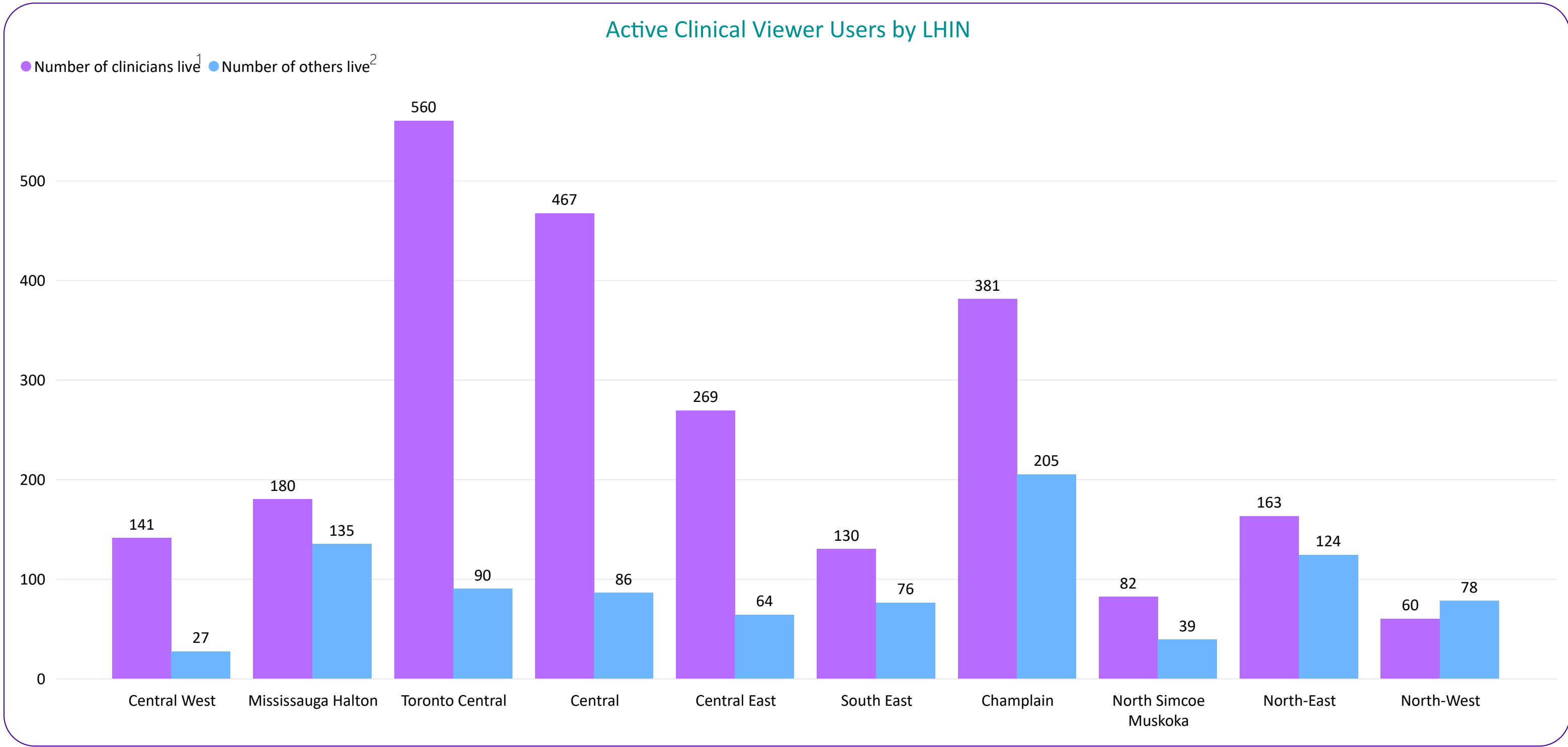
*Source of the data is OntarioMD's CRM system

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



*Source of the data is OntarioMD’s CRM system.

Figure 14: Active Clinical Viewer Users by LHIN



1. Clinicians include physicians and nurse practitioners
2. Others include staff and allied health professionals