



ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for December 2021

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Please note that the OMD Stakeholder Reports have moved to a quarterly frequency. This report covers the period from **October 1 to December 31, 2021**. To receive updates between reports, please [sign up for the OMD Digital Health eTips monthly newsletter](#) on our home page.

Corporate News – New CEO and Board Directors

The OMD Board of Directors has appointed Robert Fox as Chief Executive Officer (CEO), effective January 10, 2022. Robert Fox has 25 years of experience leading large teams, defining health policy, and enhancing the health care system. Rob has held senior positions at TELUS Health and Cisco Systems. In these roles, Rob was focused on leveraging digital network and collaboration solutions to improve the quality of patient care in hospitals and enhancing the adoption of technology solutions to enable patient engagement with Ontario Health Teams.

Prior to working in the health technology industry, Rob was an executive at St. Michael's Hospital for 20 years where he held leadership positions in Quality, Laboratory Medicine, Corporate Performance & Strategy, Decision Support, and Capital Development. He played a crucial role at St. Michael's Hospital in key projects such as the first fully automated hospital laboratory in Canada, the integration of Wellesley Hospital into St. Michael's, and major construction projects such as the new patient tower and new research institute. Rob has also advised the Ontario Ministry of Health on capital infrastructure planning and the funding formula for hospitals.

Effective December 8, 2021, two new members joined the Board of Directors: Lucie Laplante, Chief Financial Officer (CFO) at Allstream, and Stephen Goldsmith, President & CEO of Paxana Med.

OMD has also published its [2020-21 annual report](#) and [video](#).



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 manage in-person and virtual visits with patients using virtual care tools as appropriate. OMD has continued to see high demand for digital health tools such as HRM® and OLIS that specifically assist clinicians in supporting their patients during COVID-19 and accessing COVID-19 vaccination reports. Find out how OMD has been [supporting primary care during COVID-19](#).

COVaxON Training for Clinicians At the request of the Ministry of Health (MOH), 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 cover clinical workflow and complete end-to-end training of the COVaxON tool for primary care practices. As at the December OMD has supported more than 1,100 primary care practices with training and held over 90 training sessions with more than 2,600 attendees. More COVaxON training sessions continue to be offered while primary care providers and pediatricians administer the third dose of the vaccine and continue to vaccinate children. There has also been an increase in participation in the training sessions by pharmacists and non-clinicians.

OMD continues to offer training webinars and other [resources for primary care clinicians](#) and their staff. Clinicians and staff can [register for the training sessions](#), access resources such as Job Aids, view a recording of the last training webinar, and contact OMD for support by email at COVaxON.Support@ontariomd.com. The website is updated weekly with the date and time of the next training sessions.

Accessing and Reconciling COVID-19 Vaccination Information

OMD has also developed several [EMR specific toolkits](#) to assist primary care practices to identify patients who are eligible for vaccinations and to assist with recording vaccinations in the EMR.

OMD's [latest EMR toolkits](#) assist primary care providers to reconcile their EMR data with the Ontario Health COVaxON Aggregate Primary Care Report. These toolkits are updated regularly. Additional [useful resources](#) for primary care clinicians are also available.

Since May 18, 2021, HRM began delivering COVID-19 vaccination reports to the EMRs of HRM users. OMD provides updates on how to [access COVID-19 vaccination data](#) regularly and has developed helpful resources to assist practices with the management of the historical HRM reports that were delivered from September 24 to November 7, 2021. Please see the HRM section below for more information.

Digital Health & 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 view [upcoming OMD Educates webinars](#) and [register](#) on OntarioMD.ca. The webinars are accredited for family physicians and specialists. OMD Educates recently won a Gold 2021 Digital Health Award for 'Web-based Digital Health Webinar Series', and a Bronze for 'Microsites' for Digital Health & Virtual Care Day's OntarioMD.live microsite.

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Recordings are available for the webinars conducted since the last quarter:

- Drinking from the Firehose: How to manage the flood of information and maintain practice efficiency (October 20, 2021)
- Patient Digital Tools for your EMR: A clinic's journey to choose and optimize patient communication tools (November 17, 2021)
- Targeting Patient Populations in OHTs (February 23, 2022)

OMD also held an Open House and a privacy and security webinar during Digital Health Week (November 29 to December 5).

Planning has begun for OMD's annual Digital Health & Virtual Care Day conference on September 29.

OMD Partners on New Quality Improvement Course for Physicians

The University of Ottawa Department of Family Medicine and the Office of Continuing Professional Development have partnered with OMD on the new [Essentials for Practice Improvement for Ontario Physicians](#) quality improvement (QI) course for family physicians, specialists, and their teams, and for those who are working on their CPSO QI/QA practice improvement plans. This course takes a practical approach to QI. It will be offered three times in 2022. The first Cohort starts on February 11.

Communications to Clinicians

OMD provides clinicians with relevant information and advance notice of changes and enhancements to digital health tools such as HRM, and informs them about the availability of provincial digital health tools such as the Digital Health Drug Repository (DHDR), eConsult and eForms, as they become integrated with their certified EMRs.

OMD sends its Digital Health eTips newsletter to clinicians every month. Each issue includes a variety of practical information to inform clinician practices and promote the use of digital and virtual tools. Last fall, Digital Health eTips won a 2021 Gold MarCom Award in the eNewsletter category. To read the latest and previous issues, please visit our [Publications](#) page. Non-clinicians are welcome to sign up to receive the newsletter and other updates by completing the form on the home page of [OntarioMD.ca](#).

OMD Privacy & Security Training Modules

The new online [Virtual Care Privacy & Security Training Module](#) for Ontario physicians, other clinicians and their support staff was launched last July, with the support of Canada Health Infoway. OMD is working on a Benefits Evaluation report for this latest training module.

OMD has reminded clinicians and their staff through our newsletter to complete the original Privacy & Security Training Module as an annual refresher of privacy and security best practices. Family physicians earn 2 Mainpro+ credits per training module. Specialists can claim 2 credits/hour per module under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project.

Virtual Care Resources

OMD continues to update information and add virtual care resources for clinicians on [OntarioMDVC](#) 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 supported the Ontario Health's (OTN) Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) until the clinic was wound down on December 8. The clinic served patients who could not access their family physician or did not have a family physician. The OVCC provided service to over 45,000 patients. OMD provided support to OVCC physicians, monitored referral volumes, and adjusted the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand.

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

- **COVID-19 Vaccination Reports** - As of May 18, 2021, HRM began delivering COVID-19 vaccination reports from the provincial COVaxON vaccine management system to the electronic medical records (EMRs) of more than 13,000 family physician and nurse practitioner (NP)HRM users regardless of their practice model. OMD worked closely with MOH and Ontario Health to complete this important digital integration between COVaxON and HRM to ensure patients' COVID-19 vaccination information is available to primary care clinicians from anywhere the vaccine was administered, if they were identified by patients at the time of administration, and patients gave consent to include their vaccination data in COVaxON.

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On September 24, HRM began delivering approximately 9 million historical COVID-19 vaccination reports to EMRs. [Read CMO Dr. Chandrasena's update on historical reports.](#) Historical reports were delivered in batches over approximately 45 consecutive nights to ease the administrative burden of extra reports coming in daily for each physician. Historical report delivery was completed on November 7, 2021.

To help clinicians manage the extra reports, OMD developed [videos](#) and instructions for the most widely used EMRs (Accuro®, TELUS, WELL/OSCAR,) to demonstrate what to do.

OMD also worked with EMR vendors to find a solution to help clinicians manage the increase in HRM reports arriving in their inboxes by identifying the ones that are COVID-19 vaccination reports from COVaxON. On November 3, COVaxON enabled backdated vaccinations to flow through HRM. Primary care clinicians will receive these reports in their OMD-certified EMRs from now on just like other COVID-19 vaccination reports. Approximately 750,000 backdated COVID-19 vaccination reports will be delivered to clinicians' EMRs in Spring 2022 in overnight batches for a month to spread out the volume of reports clinicians receive every day.

The result of these efforts is that physicians with access to HRM will have a comprehensive picture of the COVID-19 vaccination status of their patients enabling them to better manage future vaccination needs.

- **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 4 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 5.3 million reports per month HRM delivers from 570 hospital and specialty clinic sites across Ontario to the EMRs of more than 13,000 clinicians.
- **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. Migration to a new HIS may result in a change from delivering text-based reports through HRM to delivering PDF reports. On December 3, the Central East hospitals (Campbellford, Haliburton Highlands, Lakeridge Health, Northumberland Hills, Peterborough Regional, Ross Memorial and Scarborough Health Network) began their migration to Epic. [Read the FAQ.](#)
- **Handling PDF Reports from Hospitals** – As a result of many recent migrations by hospitals to a new HIS, OMD has created handy the [Quick References](#) for Accuro® EMR, OSCAR and TELUS PS Suite users on how to handle PDF reports. To quickly find the information physicians need from the reports, the Quick References show them how to make the reports searchable in their EMRs.

Insights4Care Program

The i4C Program continues deployment to more clinician users of the current i4C Dashboard available within four EMR offerings – TELUS PSS, YMS EMR, QHR's Accuro® EMR, and WELL's AwareMD Cerebrum. The i4C Advisory Service has continually engaged with primary care practitioners and clinics seeking support in developing and customizing workflows to leverage EMR-based digital health tools including the i4C Dashboard for population health management and improved patient care. The i4C Advisory Service has seen a steady growth in requests to provide support to additional OHTs and health care practices through new and existing initiatives.

Digital Health Drug Repository (DHDR) EMR Integration

The EMR-Integrated DHDR gives clinicians convenient, real-time, and secure access to information directly from their EMRs about publicly funded drugs and pharmacy services, as well as all monitored drugs (regardless of payor), in addition to COVID-19 vaccination information from the provincial COVaxON vaccination management system.

YMS Inc. successfully deployed the Digital Health Drug Repository (DHDR) to a clinician practice using YMS EMR. The next EMR vendor projected to go live with DHDR is WELL EMR Group. In addition to the YMS Inc., QHR Technologies Inc., and WELL EMR Group, five more EMR vendors have committed to DHDR integration and are in varying stages of development in anticipation of provincial deployment.

Throughout Q2, OMD collaborated with Ontario Health and the Ministry of Health to make DHDR a mandatory component of OMD's EMR Certification Program.

EMR-Integrated eConsult

Cerebrum (AwareMD) became the latest EMR to integrate with eConsult. Cerebrum joins Accuro® EMR (QHR Technologies), Avaros EMR, YES EMR and YMS EMR to give clinicians seamless, convenient access to the eConsult service. Access to eConsult depends on each EMR vendor's specific timeline for incorporating eConsult into their EMR offerings.

EMR-integrated Digital Forms Platform ("eForms")

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. MTO's Driver Medical Review forms is the first available through the system and the first clinician user went live on June 28, 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.



Ministry of the Solicitor General: The Ministry of the Solicitor General successfully completed its Request for Bid (RFB) for an electronic medical and health records solution receiving RFB submissions from six vendors. OMD continues to work with the Solicitor General to identify opportunities for OMD to advise the Solicitor General on implementation activities once a successful vendor has been selected.

MOH Call for Applications: OMD advised OHTs across the province on the development of their proposals in response to the following call for applications:

- Online Appointment Booking
- Virtual Primary Care
- Clinical Systems Renewal
- Tests of Change

Twelve proposals were submitted by OHTs supported by OMD and OMD will advise successful OHTs on implementation activities in the areas of:

- Support the development of a Change Management Plan
- Support the enrollment & onboarding of new solutions
- Provide expertise to identify workflow considerations and to support development of management plans
- Support post-go live training
- On-going utilization & sustainment of new solutions

OMD Certification Program

TELUS Health – PS Suite achieved EMR certification in New Brunswick on November 17. This is the first EMR vendor and offering certified for New Brunswick and validated by OMD Certification Program.

There are two Virtual Visit vendors that have been scheduled for validation (on behalf of Ontario Health Virtual Visits Verification Program).

ABELMed EMR - On November 10, ABELMed EMR users received an email from the ABELSoft Inc. announcing the company will not be developing major new functionality or integrations with emerging provincial and national EHR services or initiatives and will only be making small, but essential enhancements to the EMR. ABELSoft has partnered with WELL EMR Group to offer customers assistance with migrating to WELL's certified OSCAR Pro EMR if they wish.

OMD Communities of Practice

OMD is offering four Communities of Practice (CoPs) for Accuro® (QHR Technologies), Clinic Information System (P&P Data Systems), OSCAR, and TELUS PS Suite users. The CoPs were created to bring together EMR users and vendors to work together to leverage their collective wisdom to improve access to, and use of, EMRs and digital health tools. The meetings are held quarterly to:

- Exchange ideas, knowledge, and information
- Provide mutual support
- Review new tools, products, and best practices
- Explore solutions and potential areas for improvement

For more information about the CoPs, or to join one, please email communities@ontariomd.com.

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

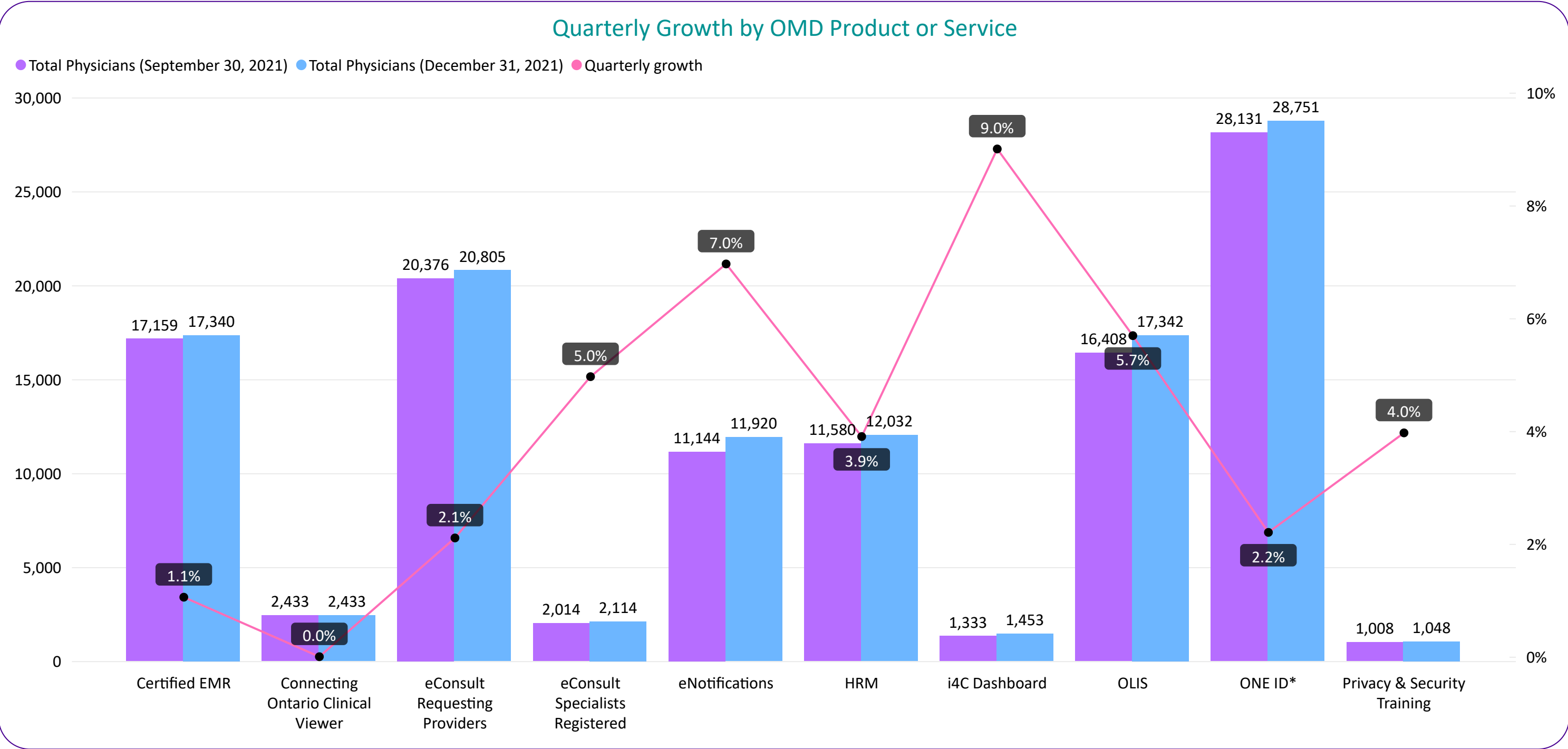
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

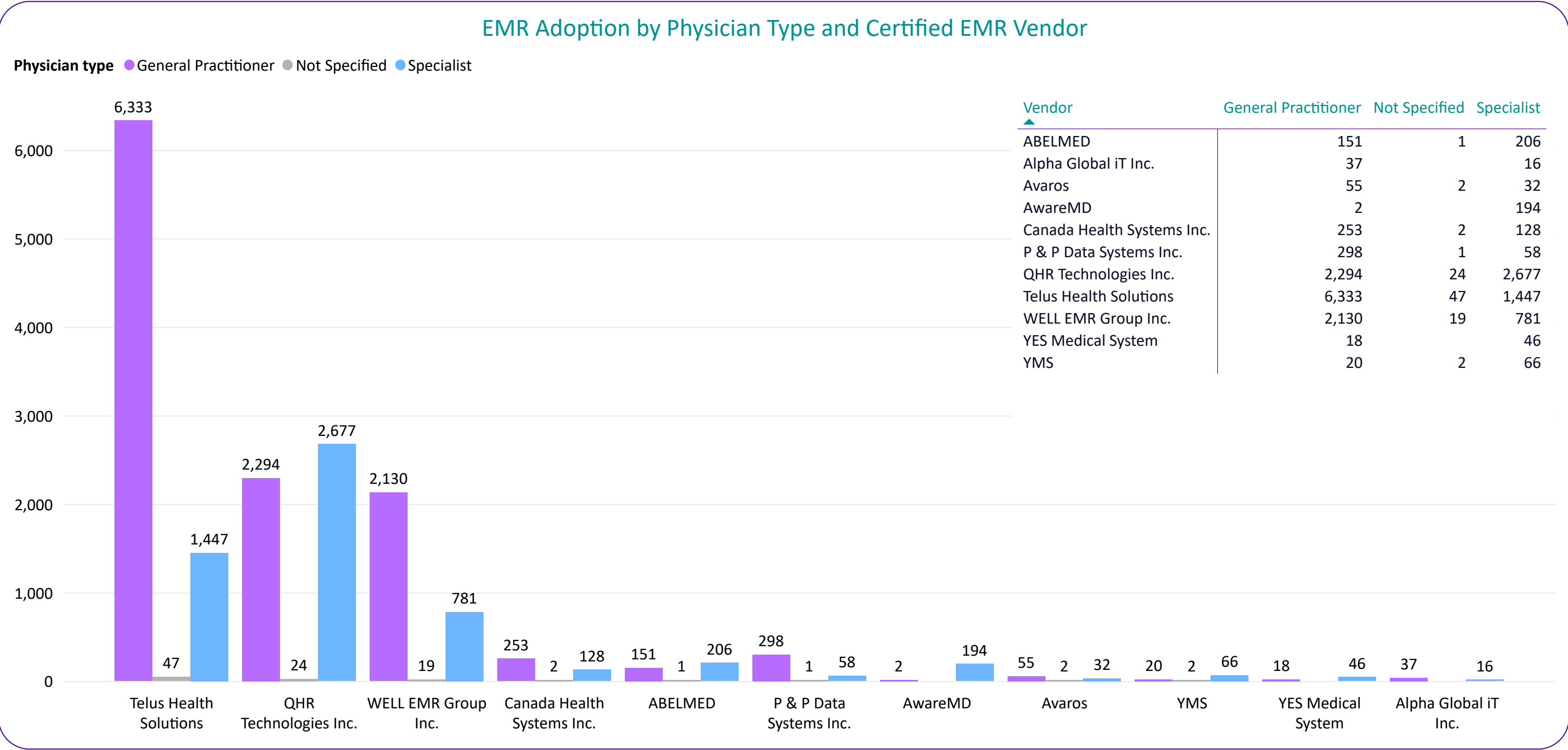
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

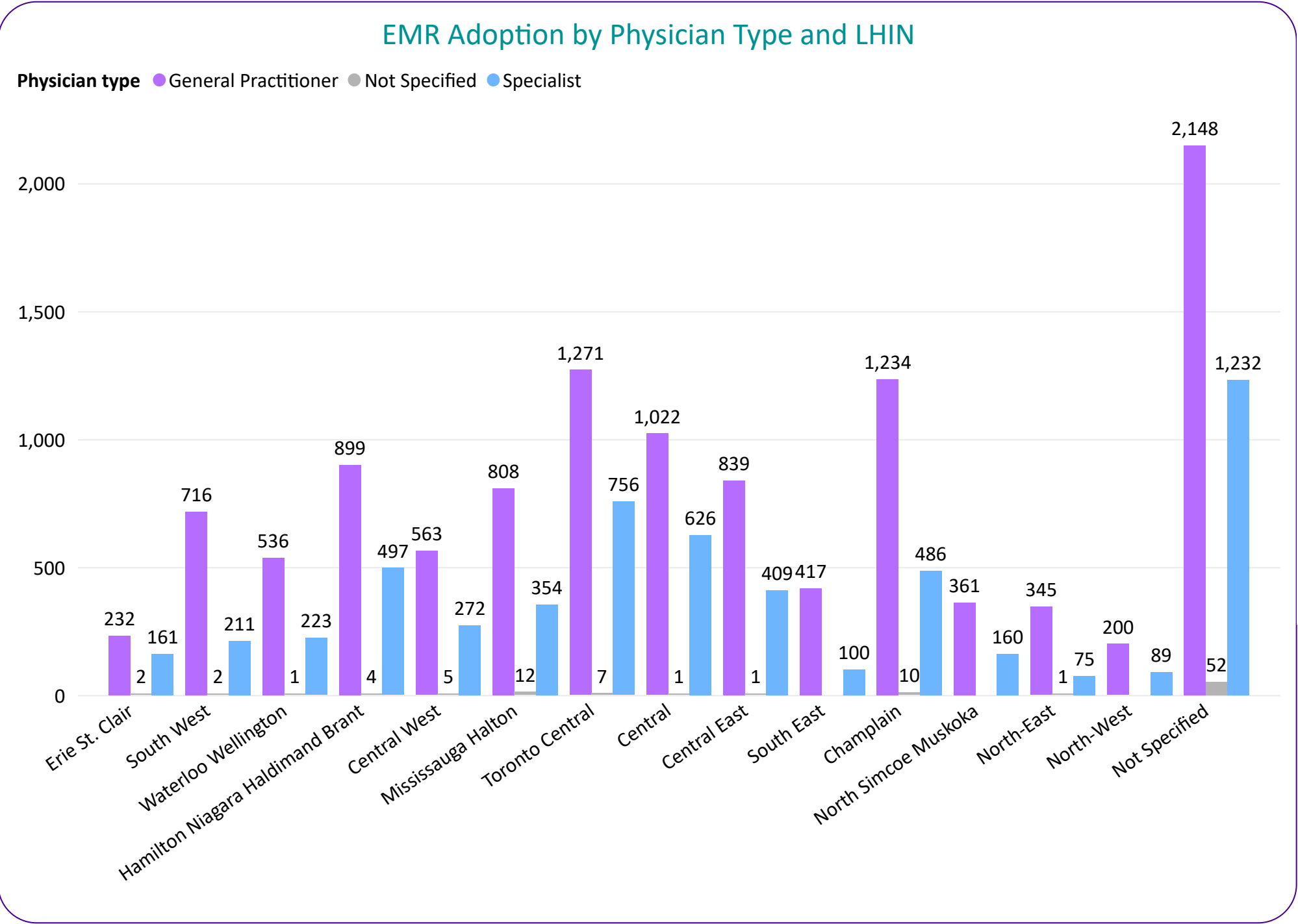
6. Products and Services by Vendor and LHIN View

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



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

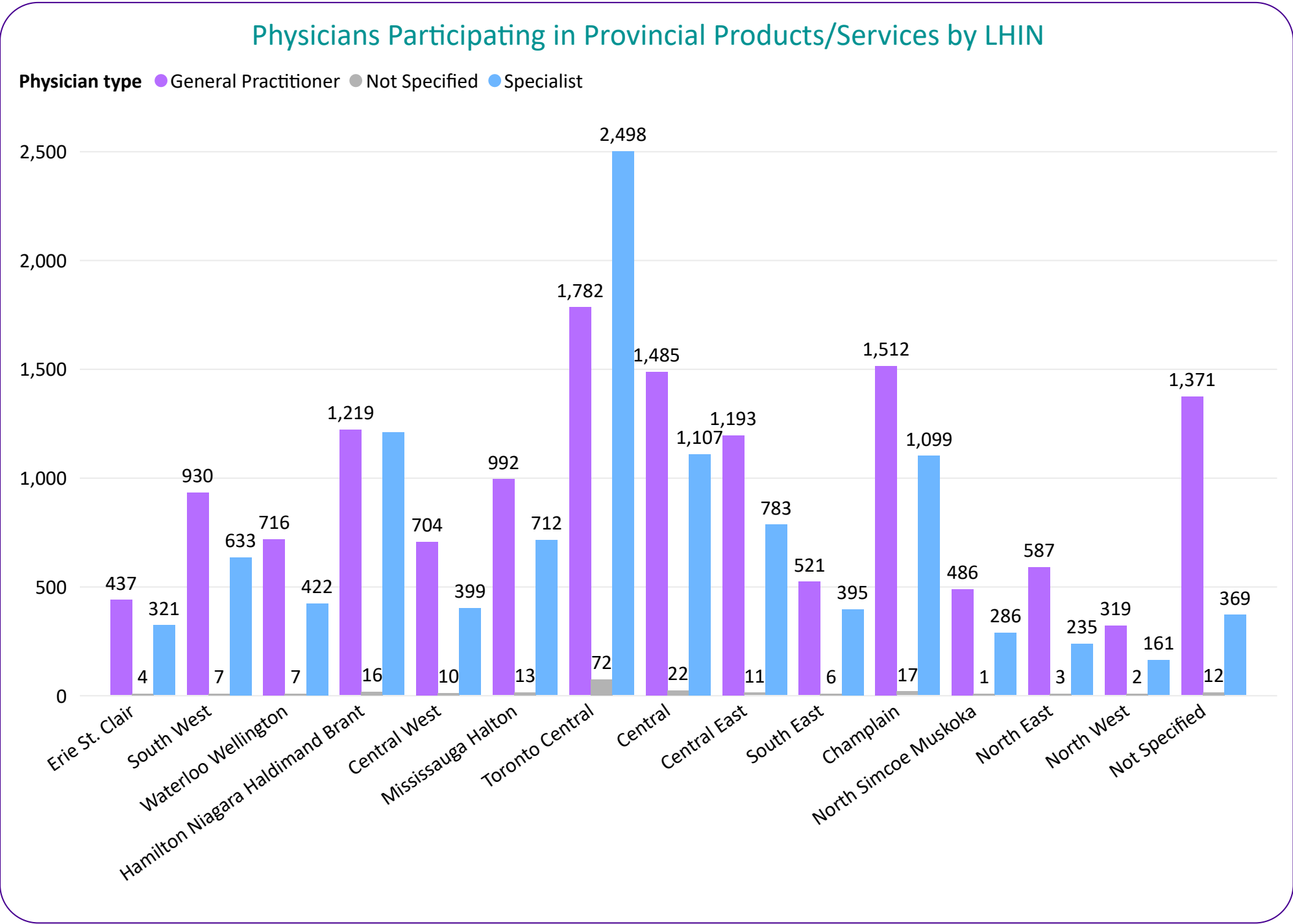
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	232	2	161
South West	716	2	211
Waterloo Wellington	536	1	223
Hamilton Niagara Haldimand Brant	899	4	497
Central West	563	5	272
Mississauga Halton	808	12	354
Toronto Central	1,271	7	756
Central	1,022	1	626
Central East	839	1	409
South East	417		100
Champlain	1,234	10	486
North Simcoe Muskoka	361		160
North-East	345	1	75
North-West	200		89
Not Specified	2,148	52	1,232

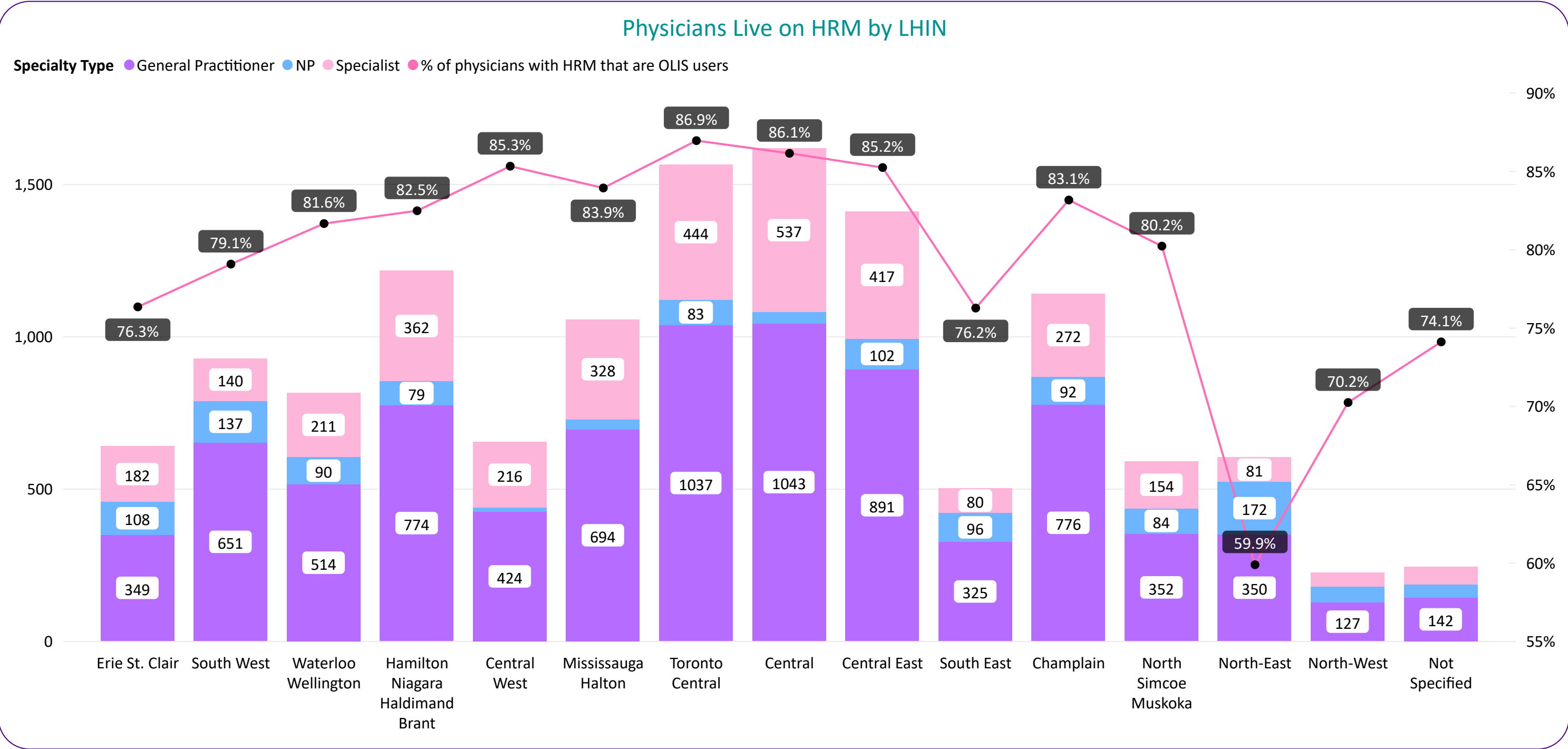
*Source of the data is OntarioMD’s CRM system.

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



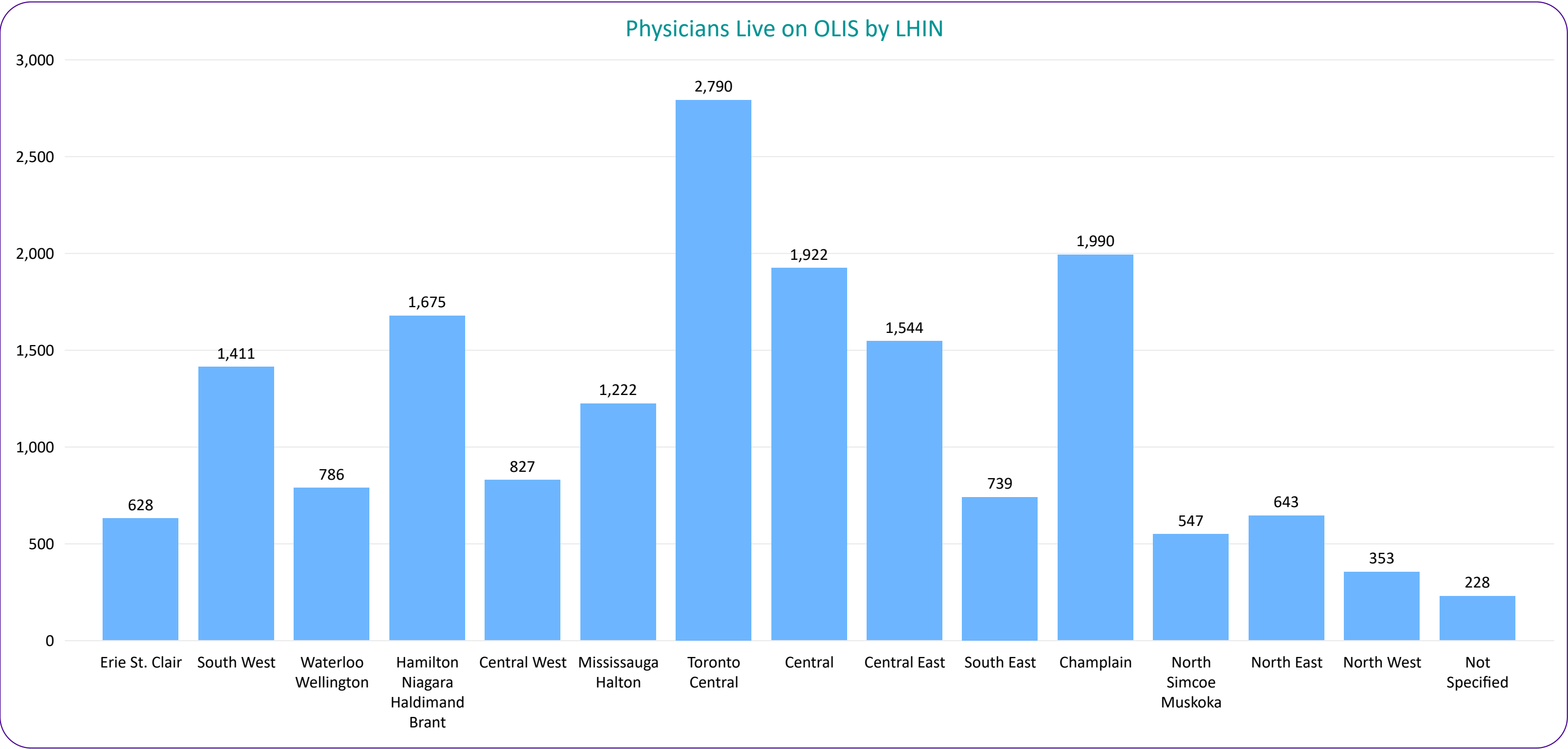
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	437	4	321
South West	930	7	633
Waterloo Wellington	716	7	422
Hamilton Niagara Haldimand Brant	1,219	16	1,207
Central West	704	10	399
Mississauga Halton	992	13	712
Toronto Central	1,782	72	2,498
Central	1,485	22	1,107
Central East	1,193	11	783
South East	521	6	395
Champlain	1,512	17	1,099
North Simcoe Muskoka	486	1	286
North East	587	3	235
North West	319	2	161
Not Specified	1,371	12	369

Figure 4: Physicians Live on HRM by LHIN



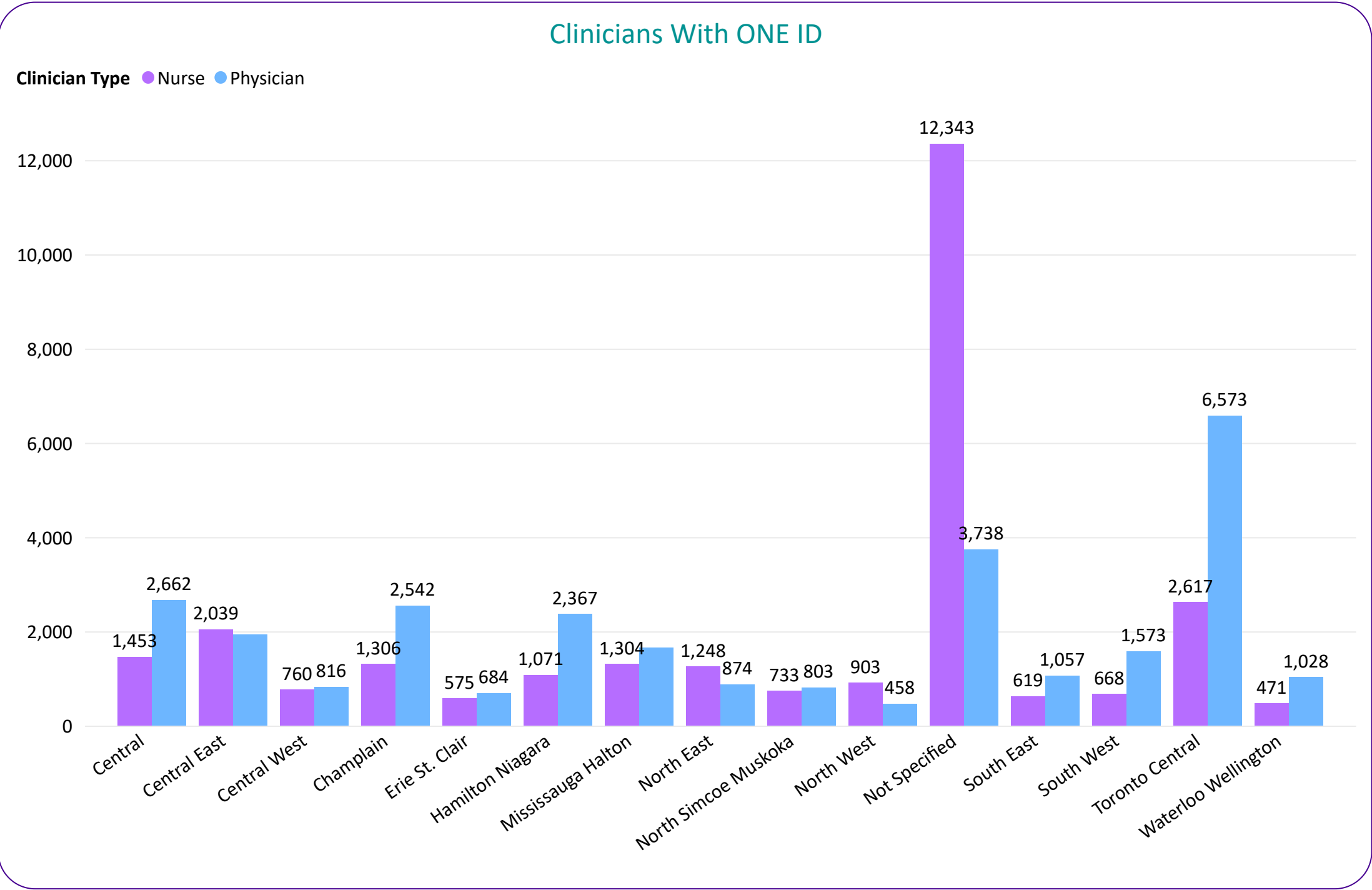
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

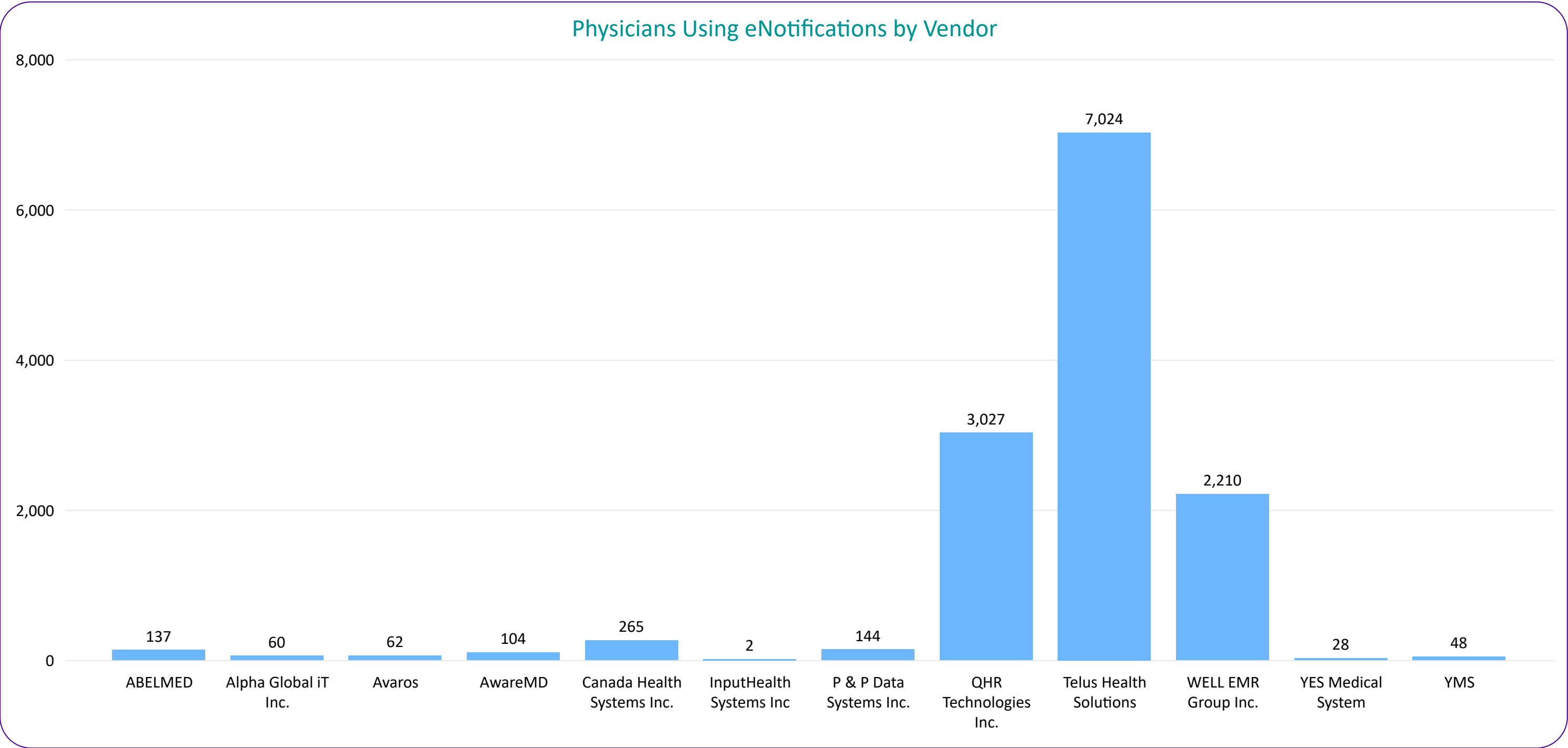
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Central	1,453	2,662
Central East	2,039	1,928
Central West	760	816
Champlain	1,306	2,542
Erie St. Clair	575	684
Hamilton Niagara	1,071	2,367
Mississauga Halton	1,304	1,648
North East	1,248	874
North Simcoe Muskoka	733	803
North West	903	458
Not Specified	12,343	3,738
South East	619	1,057
South West	668	1,573
Toronto Central	2,617	6,573
Waterloo Wellington	471	1,028

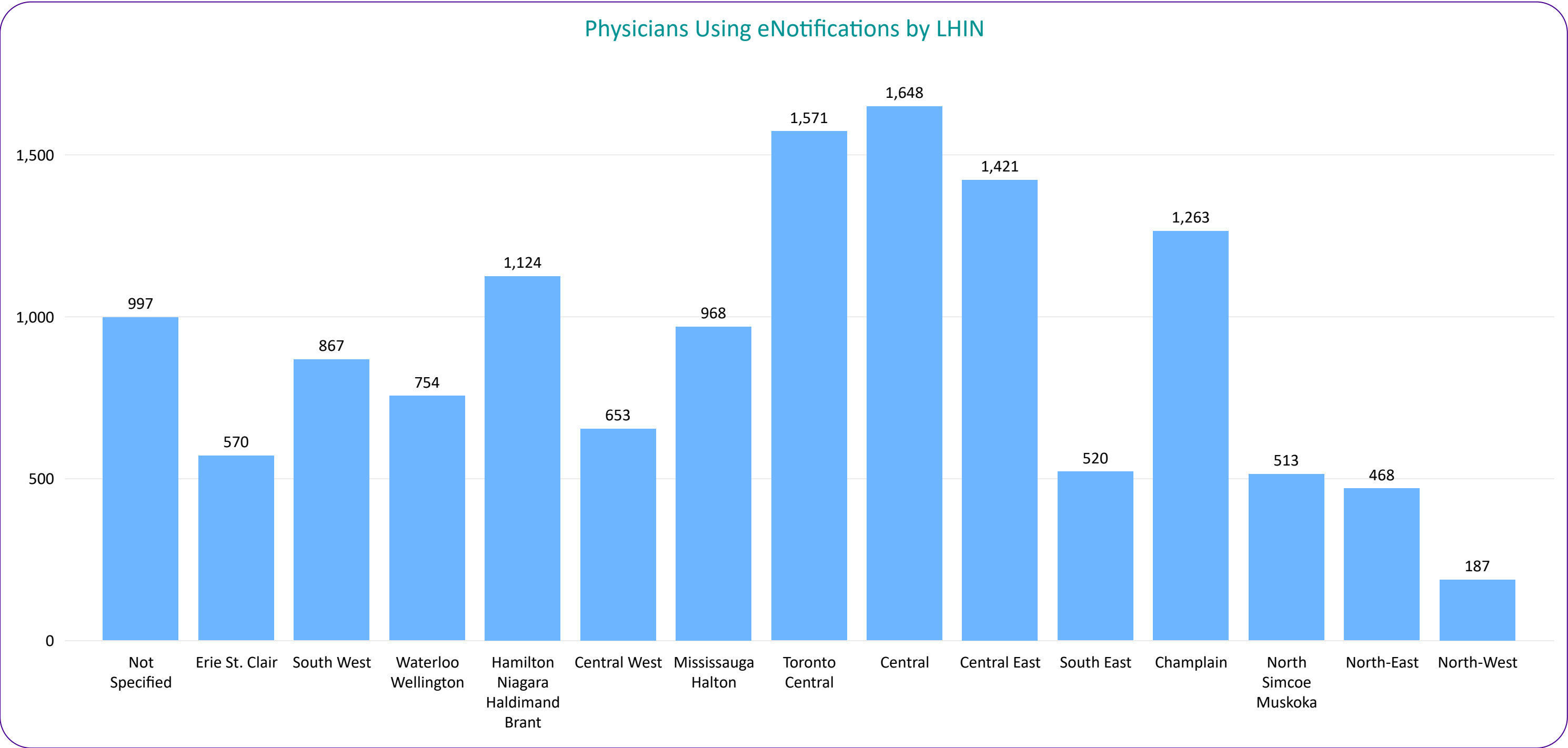
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



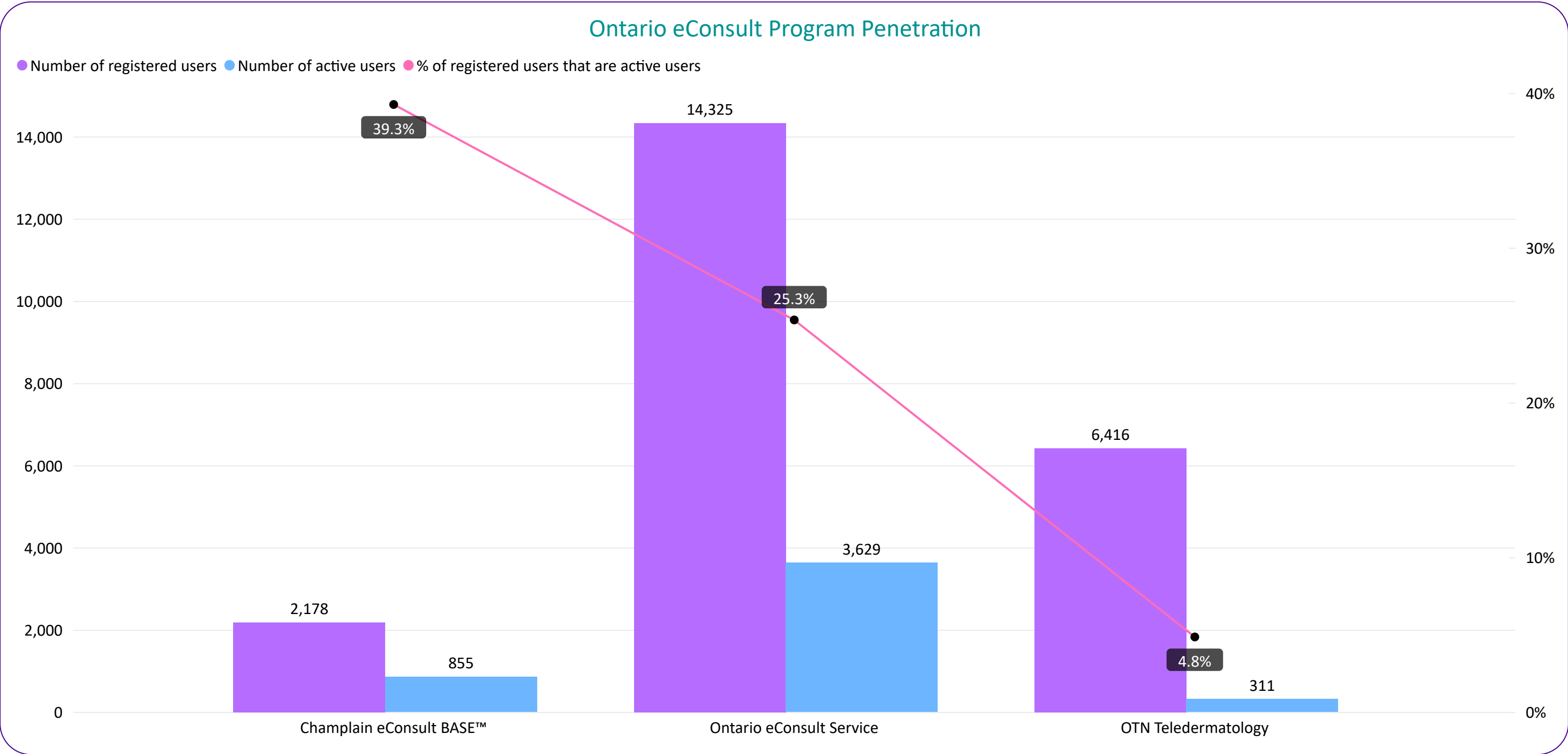
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

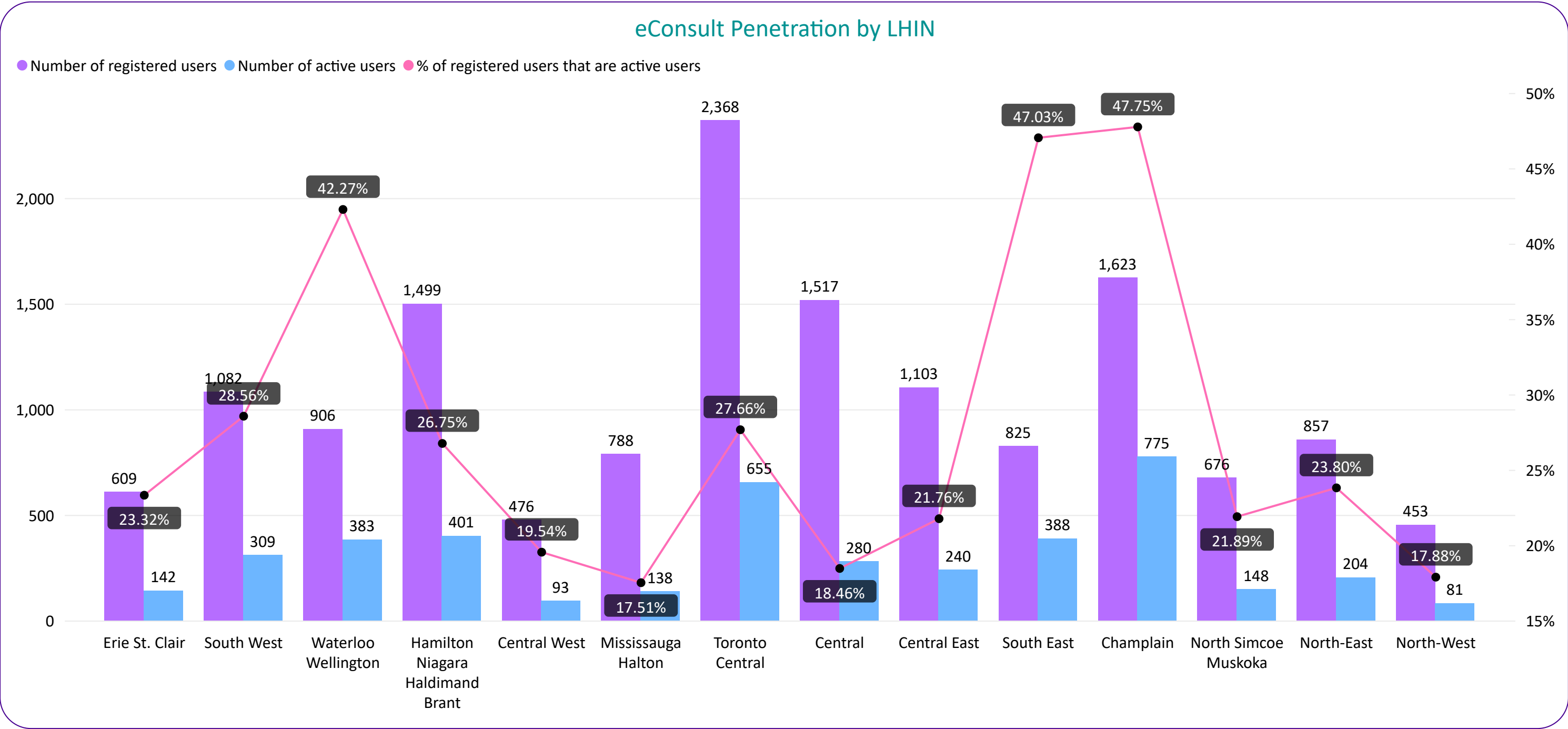
Figure 9: Ontario eConsult Program Penetration



*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

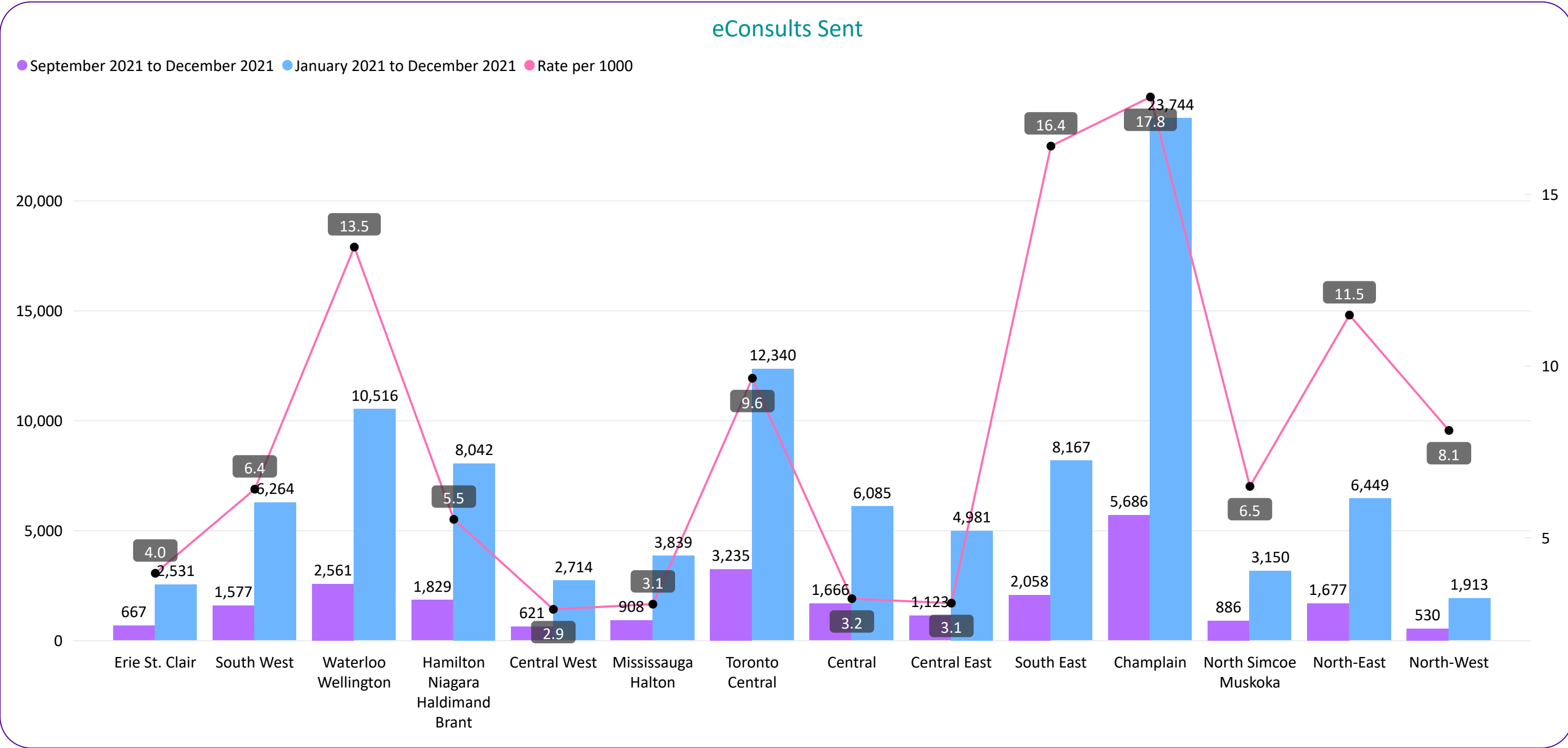


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

***Includes PCPs and Specialists.

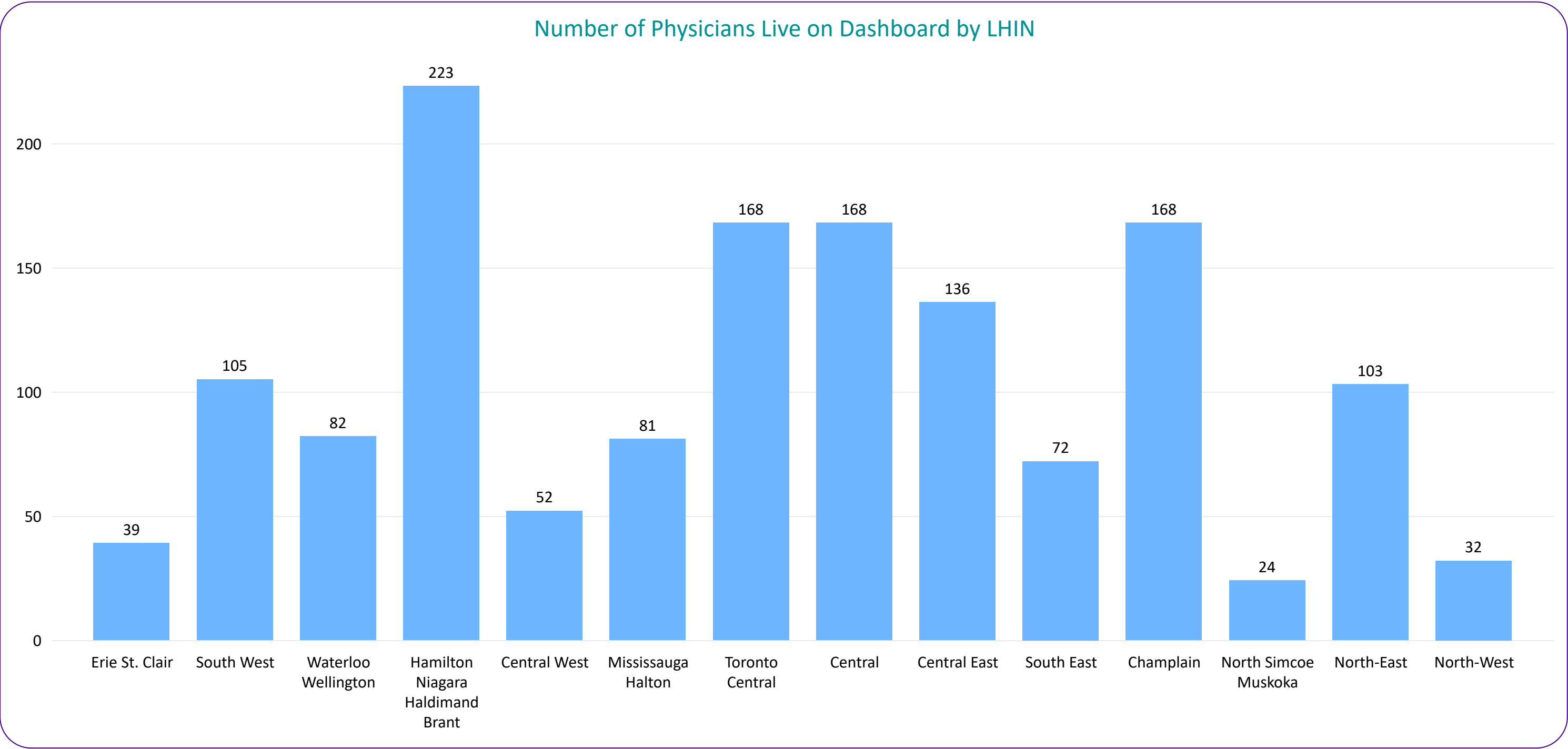
Figure 11: eConsults Sent



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

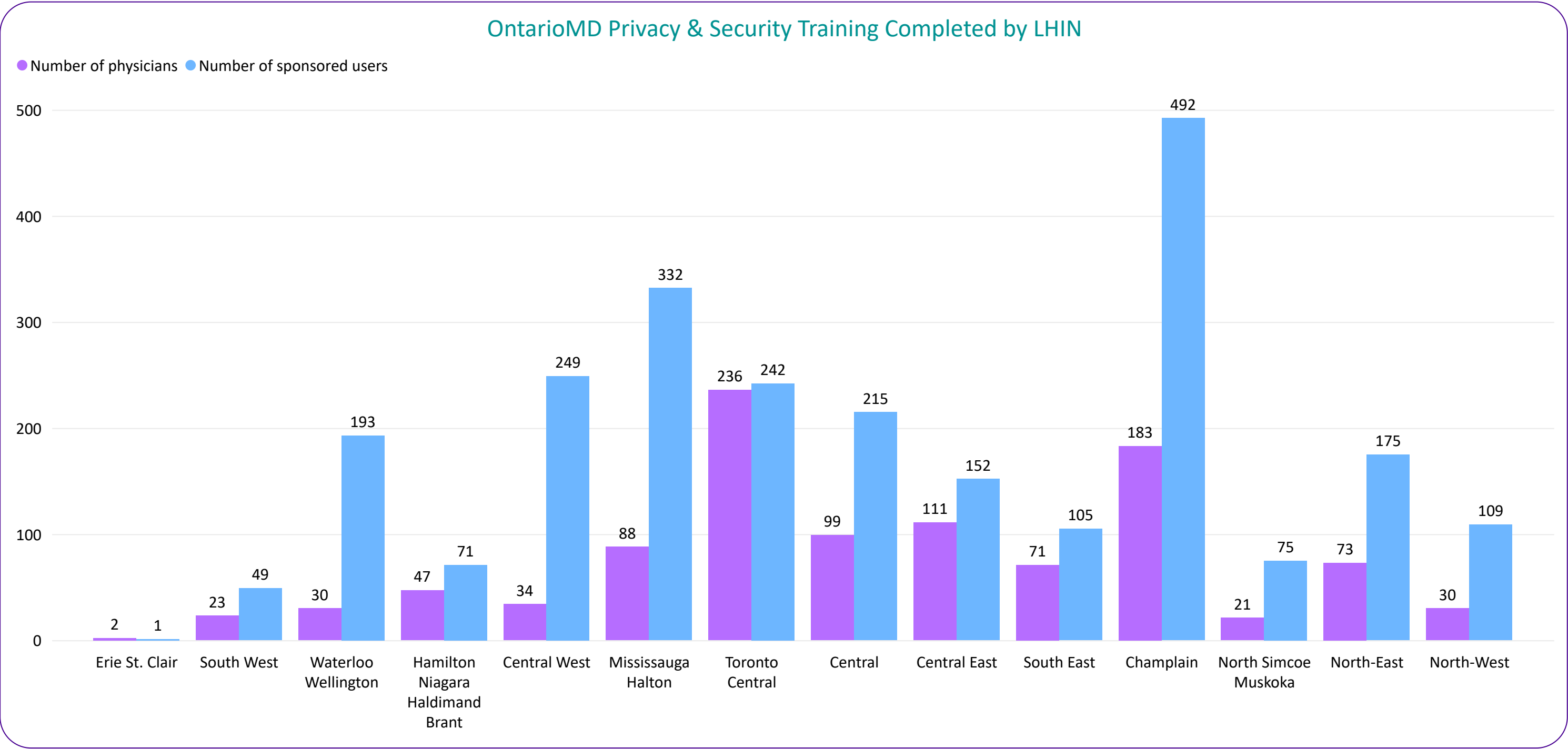
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



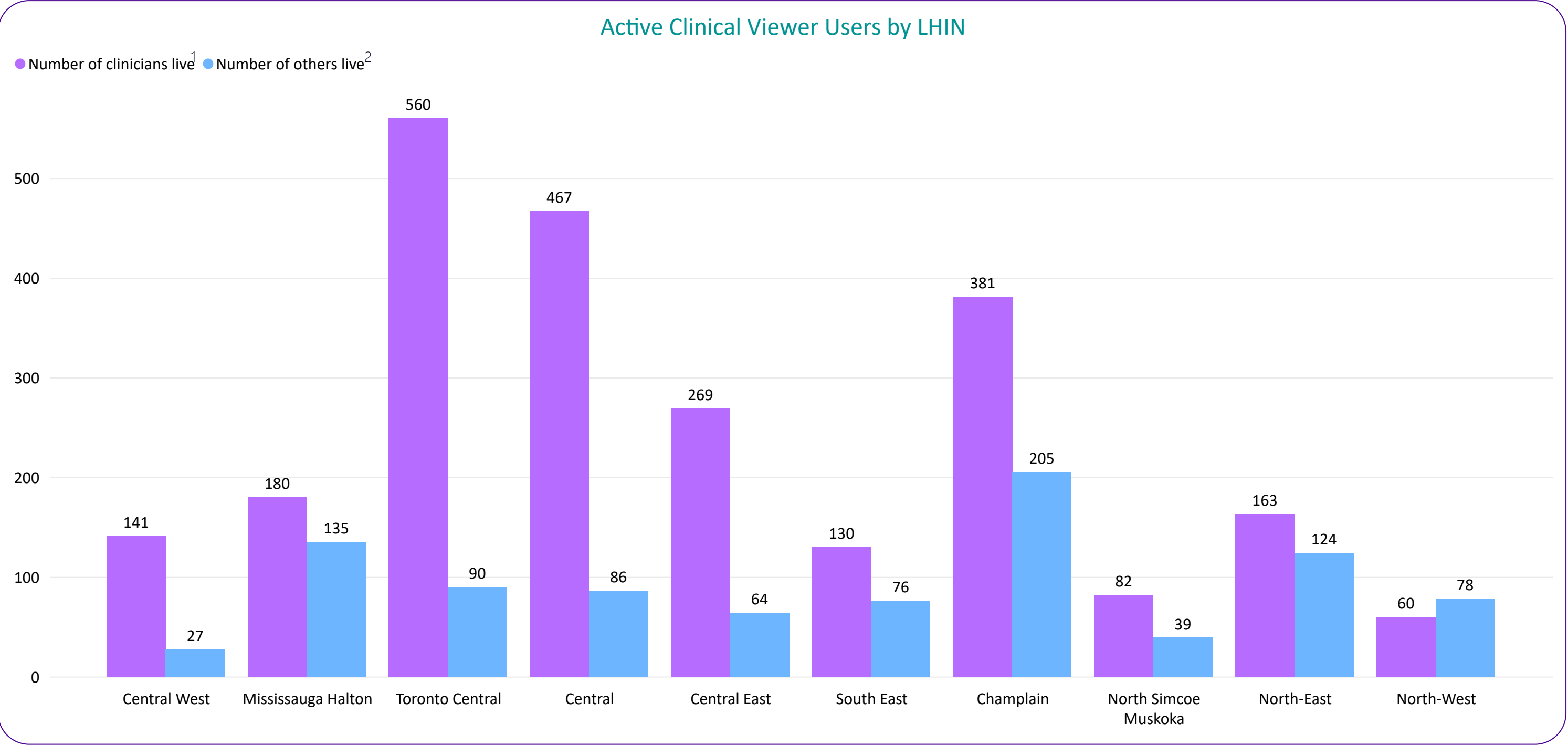
*Source of the data is OntarioMD's CRM system

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